

**PUBLIC GRIEVANCES COMMISSION**  
**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI**  
**I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110**  
**Tel Nos. 011-23379900-01 Fax No.011-23370903**

**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97**

**Grievance No. PGC/2018/DJB/43**

**Date of hearing: 05.12.2018**

Complainant : Sh. Rajive Kaushik,  
Through Ms. Rita Kaushik, Present.

Respondent : Chief Executive Officer,  
Delhi Jal Board,  
Govt. of NCT of Delhi  
Through Mr. Saviour V.T., ZRO (S-III), G.K.

**1. Brief facts of the case.**

1.1 Shri Rajive Kaushik filed a complaint on 17.10.2018 in PGC against the Delhi Jal Board stating that when he started the construction of a new house at E-115, East of Kailash, New Delhi, he applied for disconnection of Water Meter No.K.2629051000 installed on first floor of the building and deposited Rs.250/- as disconnection fee charges on 15.12.2015 vide receipt no.261905151872 and the water connection was disconnected and meter was taken back by DJB employees along with memo issued by the official who had disconnected it.

That the complainant applied for reopening of connection but in the month of April, 2017, he applied for mutation and installed a private meter, as verbally advised by the DJB officials, as per Govt. policy & advertisement appearing in the newspapers. He also deposited Rs.1350/- on 5<sup>th</sup> March, 2018 for water advance, occupier security and mutation fees vide receipt no.262905183337. For almost one year, mutation work was not done even after repeatedly visiting the Office of DJB. Ultimately, the complainant was told that mutation file has been closed and fresh documents will have to be submitted again. Thereafter, mutation was done somewhere in the month of March, 2018 but no water consumption bill was generated by DJB till then. Test Report of the meter was also submitted to DJB on 20.8.2016 under acknowledgement. The complainant also pointed out during the

proceedings that after filing the complaint in PGC in October, 2018, DJB issued him a "Zero" amount bill on 3.11.2018 through SMS. When he enquired from the meter reader of DJB for not taking the reading of the meter installed at the 1<sup>st</sup> floor, meter reader told him that reading will be taken after DJB installs the same disconnected meter again in the premises, which they have withdrawn. But after meeting ZRO number of times, explaining him the whole case and depositing the documents again to start generating the water bill, nothing has been done till date. He has requested the Commission to provide him relief.

2.2 Hearings in the case were held on 12.11.2018 and 05.11.2018.

## **2. Facts emerged during the proceedings**

2.1 Shri Saviour V.T., ZRO (S-III) on behalf of the respondent department filed an ATR stating that as per official record, the mutation of water connection No. K/No.2629051000 has been made in the name of Shri Saurabh Kaushik and the mutation charges of Rs.1350/- paid by the consumer vide receipt No.262905183337 dated 5.3.2018. The water charges bill w.e.f. 0 KL on 20.8.2016 to 126 KL on 02.11.2018 has been generated on actual meter reading basis for Rs. NIL. The intimation of the same has been given to the consumer on his mobile No.9999847066 and presently, there is no complaint in this regard.

2.2 Representative of the respondent department also assured the complainant and the Commission that, in future, regular and correct bills would be furnished to the complainant in respect of said premises.

2.3 The authorized representative on behalf of the complainant confirmed that the bills have been generated on actual meter reading basis for Rs. NIL. and also that the ZRO concerned has given an assurance DJB that in future regular and correct bills would be provided to him. Hence, the representative of the complainant requested the Commission to close the case as due action has been taken by the department and the grievances have been redressed completely.

## **3. Directions**

3.1 In view of the fact that due action has been taken by the respondent department in generating the water bill of the said premises and providing the same to the complainant and also assuring the complainant in the Commission today that in future regular and correct bills would be provided timely and, further, as requested by the representative of the complainant to close the case, the case of the complainant is disposed in PGC.

( MRS. MADHU SHARAN)  
MEMBER(PGC)

**Copy to:**

1. Chief Executive Officer, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Karol Bagh, New Delhi.
2. Director (Revenue), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.
3. Director (F&A)/Nodal Officer (PGC), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.
4. Shri Rajive Kaushik.