

**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  
E mail: [pgcdelhi@nic.in](mailto:pgcdelhi@nic.in)

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

Date of hearing: 14.01.2020

Complainant : Shri Samrendra Nath – Present.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh. Pardeep Kumar,  
Zonal Revenue Officer, Mukherjee Ngr. – Present.  
Grievance No. : PGC/2019/A.II/DJB/53

**1. Brief facts of the case**

1.1 Shri Samrendra Nath, the complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by inflated water bill in respect of Meter No. (KNO) 9061501000 installed at 74, Indra Vihar, Delhi-110009. It is stated that the said meter was faulty and DJB generated an inflated bill of Rs.1,15,505/- vide bill dated 10<sup>th</sup> Jan.2019. The bill cannot be raised of such a huge amount as the premises is used for residential purpose only. Further, it is stated that the said water meter was got checked by L&T Constuction Company (authorised by DJB) who reported that the meter is “not working” vide its Certificate dated 16.3.2019. L&T further installed another meter on 18.3.2019 and since then the meter reading is correct and on actual consumption basis. It is further stated he wants to pay the bills but since the respondent department has not taken any action to correct the inflated bill generated earlier, he could not pay the bills. It is stated that the respondent department is also not delivering the bill at his residence for a long time. He has requested for Commission’s intervention for direction to Delhi Jal Board to modify the bill and a correct water bill be provided so that he could pay the water bills regularly and on time.

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

2.1 Shri Pardeep Kumar, Zonal Revenue Officer(Mukherjee Nagar), Delhi Jal Board, filed an Action Taken Report stating that “L&T water meter No.9061501000 was checked in the presence of consumer on 04/01/2020 and found water meter is working fine as per DJB norms. A report has been provided to the consumer.”

Copy of Certificate of Testing dated 04.01.2020 by L&T Construction in respect of water meter No.9061501000 as well as the graph showing the water consumption has also been enclosed with the report.

2.2 The complainant was informed about the facts & technicalities involved in the process, and also action taken by the respondent department in resolving his grievances. Shri Samrendra Nath, complainant, agreed to pay the outstanding bills as per policy of the Delhi Jal Board.

**3. Directions :**

3.1 Shri Samrendra Nath, complainant, is advised to deposit his outstanding water bill and avail the rebate scheme as per policy of Delhi Jal Board. Further, he may intimate the concerned officers of the respondent department as and when there is any discrepancy in the water bill or any malfunctioning of the water meter to enable the department to take corrective steps immediately.

3.2 The Chief Executive Officer, Delhi Jal Board, is requested to direct the concerned officers to also ensure periodical checking of water meter as and when technical staff visit the consumers premises for taking reading to ascertain proper functioning of the meter.

3.3 With the above observations, the case stands disposed in the Commission.

( MRS. MADHU SHARAN )  
MEMBER (PGC))

No.PGC/2019/A.II/DJB/53

Dated:

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. The Director(Revenue), HQ, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
3. Zonal Revenue Officer(North)-II, Delhi Jal Board, GNCT of Delhi, Overhead Water Tank, Mukherjee Nagar, Delhi-110009.  
E mail: zronz2djb@gmail.com
4. Sh. Samrendra Nath.