

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

Date of hearing: 21.01.2020

Complainant : Sh.Vinod Kumar.

Respondent : Chief Executive Officer,
Delhi Jal Board,
Through Sh.Bharat Bhushan Gaur,
ZRO (NW)-III,
Sh.Bharat Bhushan Kaushik,
Senior Assistant - Present.

Grievance No. : PGC/2019/A.II/DJB/54

1. Brief facts of the case

1.1 Shri Vinod Kumar has filed a grievance petition in the Public Grievances Commission aggrieved by raising of average/incorrect water bill by Revenue Department of Delhi Jal Board in respect of House No.JA-3C, Ashok Vihar, Phase-I, Delhi-110052 (Meter no.7807570000). It is mentioned by the complainant that ZRO(NW)-III has raised an average bill on the ground that the water meter is defective. He has requested for Commission's direction to Delhi Jal Board for taking needful action in issuing a correct water bills.

2. Facts emerged during the proceedings.

2.1 Shri Bharat Bhushan Gaur, ZRO(NW)-III, Delhi Jal Board, filed an action taken report. It is stated that "*The Meter No.7807570000 in House No.JA 3C, Ashok Vihar, Phase-I, Delhi-110052 in the name of Ms.Raj Kumari as per record. Further, as per the report of Meter Reader, Sh. Bhim Singh, the said house is on the Third Floor. As per meter reading, zero billing is being issued when the consumption of water is within 20 K.L. per month.*

Further, water meter is in functional state in the above premises and bill is being issued as per meter reading and not on average basis. Billing summary has also been provided to the applicant many times."

2.2 Report of the meter reader in respect of Smt. Raj Kumari, R/o. JA 3-C, Ashok Vihar, Phase-I, Delhi (K.No.7807570000) has also been enclosed with the action taken report. It states that despite visiting the premises of the consumer numerous times, she was not available. The consumer also could not be contacted on telephone despite many efforts.

2.3 The complainant is not present.

3. Directions

3.1 In view of the submissions made by Shri Bharat Bhushan Gaur, Zonal Revenue Officer(NW)-III, Delhi Jal Board, and in view of the fact that the complainant did not appear before the Commission to apprise about the status of his grievance, the case stands disposed in the Commission.

3.2 The Complainant is advised to get in touch with ZRO(NW)-III, Delhi Jal Board in case he is not satisfied with the submissions of the ZRO for redressal of his grievances. ZRO(NW)-III, Delhi Jal Board, is advised to extend cooperation and suitably guide the complainant as and when he approaches his office with regard to redressal of his grievance, if any.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2019/A.II/DJB/54

Dated:

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delh-110005.
2. The Nodal Officer(PGC), Delhi Jal Board, GNCT of Delhi, Varunalaya Phase-II, Karol Bagh, New Delhi-110005.
3. Zonal Revenue Officer(NW)-III, Delhi Jal Board, GNCT of Delhi, Ashok Vihar Over Head Tank, Delhi-110052.
4. Shri Vinod Kumar.