

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

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

Date of hearing: 22.07.2020

Complainant : Ms. Alka Parnami.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Shri Arjun Singh, Zonal
Revenue Officer(S)-III,
G.K – Present.

Grievance No. : PGC/2020/A.II/DJB/15

1. Brief facts of the case

1.1 Ms. Alka Parnami, has filed a grievance petition before Public Grievances Commission, aggrieved by excessive billing on new K.No.3057351000.

2. Facts emerged during the proceedings.

2.1 Shri Arjun Singh, ZRO(S), G.K.-I filed an action report. It is stated that water bill against K.No.3057351000 installed in the name of Smt. R.P. Grover r/o 64-B, Pocket A-3, Kalkaji Extension, New Delhi. The water bill against K.No.3057351000 was erroneously generated. Now the water bill has been revised on the actual reading basis from the date of installation of water meter i.e. 24.01.2017 and the water bill has been generated w.e.f. 0 KL on 24.01.2017 to 634 on 23.06.2020 for Rs.860/- upto 23.05.2020.

2.2 The complainant, Ms. Alka Parnami, though not present, telephonically informed the Commission today that due action has been taken by the Delhi Jal Board and she is satisfied with the same with regard to redressal of her grievance. She also thanked the Commission for resolving her grievance.

3. Directions :

3.1 The Commission notes from the action taken report and submissions made by ZRO(S), Delhi Jal Board that due action has been taken by them. Further, it has also been confirmed telephonically by the complainant that her grievance has been redressed to her satisfaction by Delhi Jal Board.

Hence, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER (PGC)

No.PGC/2020/A.II/DJB/15

Dated:

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
3. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi
E mail: ee.blkuru1963@gmail.com
4. Shri Arjun Singh, Zonal Revenue Officer(S)-III, Delhi Jal Board, GNCT of Delhi, Greater Kailash-I, (Near Water Emergency), New Delhi-110048.
5. Ms. Alka Parnami.

