

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
Website : www.pgc.delhigovt.nic.in 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: 10.09.2020

Complainant : Sh. Jitandar Kumar.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Shri Brij Lal, ZRO(NW)-III,
Sh. Ajay Bisht, ASO
Sh. Raj Naresh, Inspector – Present.
Grievance No. : PGC/2020/A.II/DJB/12

1. Brief facts of the case

1.1 Shri Jitandar Kumar, complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by inflated/non-revision of his water bill leading to financial loss due to negligence on the part of Shri Narender, Meter Reader and the officers of Delhi Jal Board.

2. Facts emerged during the proceedings.

2.1 Shri Brij Lal, ZRO (NW-III), of the respondent department filed an action taken report. It is stated by him that the Bill of K.No.7832392134 and 2640771000 has been corrected with actual reading recorded by Area Meter Reader. Accordingly, the bill has been generated on actual reading basis. The applicant has been contacted and is satisfied that his grievances has been resolved.

Copy of both the bills have been enclosed with the ATR.

2.2 The complainant is not present. However, he telephonically informed the ZRO in the Commission that his complaint has been resolved to his satisfaction. But he has not intimated the Commission in writing in this regard.

3. Directions :

3.1 In view of the submissions made by ZRO(NW-III), Delhi Jal Board that grievance of the complainant has been resolved which has been telephonically confirmed by the complainant, the case stands disposed of in the Commission.

However, complainant is advised to intimate the Commission in writing in this regard.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2020/A.II/DJB/12

Dated:

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. Zonal Revenue Officer(NW)-III, Delhi Jal Board, GNCT of Delhi, Kanhaiya Nagar, Delhi-110035.
5. Sh.Jitandar Kumar.

