

**PUBLIC GRIEVANCES COMMISSION**  
**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI**  
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110  
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**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97**

Date of hearing: 17.09.2020

Complainant : Sh.Himanshu Verma.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh. Rakesh Sharma,  
Zonal Revenue Officer(Mandawali) - Present.  
Grievance No. : PGC/2020/A.II/DJB/21

**1. Brief facts of the case**

1.1 Sh. Himanshu Verma, complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by providing incorrect meter reading and demanding bribe by the officials of Delhi Jal Board in respect of K.No.7906896360.

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

2.1 Shri Rakesh Sharma, Zonal Revenue Officer(Mandawali) of the respondent department has filed an action taken report. It is stated by him "*That the grievance has been resolved by the Office of ZRO(W), Mandawali vide letter No.390 to 392 dated 20.07.2020 to the satisfaction of the consumer i.e Smt. Nirmala Sharma, 95, Gali No.3, Janta Garden, Pandav Nagar, Delhi, against K.No.7906896360.*"

Copy of the replied letter and satisfaction statement of the complainant have also been attached for ready reference. Copy of revised bill dated 24.4.2020 amounting to Rs.0/- has also been filed with the action taken report.

2.2 ZRO also informed that work of taking meter reading has been given to a private contractor and the error occurs on their part in not taking proper meter readings.

2.3 The Commission feels that this is serious issue and the department needs to look into the functioning of the private contractors to whom work of taking meter reading has been given. They should be pulled up for their unprofessional attitude and, if required, their services should be terminated. This leads to harassment and hardships to the consumers who finds difficult to pay the correct bill and, in some cases, they pay the incorrect and inflated bills and

later on harassed by the department in refunding the same after correction. This also compels the consumers to approach different forums in getting back their legitimate dues.

2.4 The complainant is not present despite notice to apprise the Commission about status of his case.

**3. Directions :**

3.1 The Chief Executive Officer, Delhi Jal Board, is advised to look into the matter and direct Director(Revenue) to take appropriate action accordingly regarding functioning of the private contractors with regard to meter reading.

3.2 Director(Revenue), DJB, to look into the matter at his level and issue necessary directions with regard to generating of correct water bills and take appropriate action against the private contractor with regard to their functioning.

3.3 With the above observation, the case of the complainant stands closed.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2020/A.II/DJB/21

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. Director (Revenue), Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
4. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: [ee.blkuru1963@gmail.com](mailto:ee.blkuru1963@gmail.com)
5. Zonal Revenue Officer(E)-I, Mandawali, Delhi Jal Board, GNCT of Delhi, Opposite Raas Bihari Apartment, Mandawali, Delhi-110092.
6. Sh.Himanshu Verma.