

**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  
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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: 30.09.2020

Complainant : Sh. Kishor Srivastava.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Grievance No. : PGC/2019/A.II/DJB/71

**1. Brief facts of the case**

1.1 Shri Kishor Srivastava, complainant, filed a grievance petition in the Public Grievances Commission aggrieved by raising incorrect/inflated water bill in respect of K.No.5788590261 (Bill No.578858957499) by Delhi Jal Board.

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

2.1 None present on behalf of the respondent department.

2.2 The complainant is not present. However, an email dated September 29, 2020 has been received from him in which he has stated that his grievance with regard to his water bill has been resolved by Delhi Jal Board. He has requested to close this case. He has also enclosed the revised bill dated 29.9.2020 amounting to Rs.(-) 5730/-.

**3. Directions :**

3.1 In view of the prompt action taken by Delhi Jal Board in redressing the grievance of the complainant with regard to his water bill and, on the request of the complainant, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

No. PGC/2019/A.II/DJB/71

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. The Nodal Officer(PGC), Delhi Jal Board, GNCT of Delhi, 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](mailto:ee.blkuru1963@gmail.com)
4. Shri Kishor Srivastava.