

“No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene.”

**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: 27.10.2020

Complainant : Ms. Shubhangi Tuli

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Shri Navin Gupta, ASO O/o.ZRO-SII, – Present.

Grievance No. : PGC/2020/A.II/DJB/50

1. Brief facts of the case

1.1 Ms. Shubhangi Tuli, complainant, filed a grievance petition before the Public Grievances Commission aggrieved by incorrect, arbitrary and double billing by Delhi Jal Board in respect of Meter K.No.5786041000 at property No.D-246, Second Floor, Defence Colony, New Delhi.

2. Facts emerged during the proceedings.

2.1 The representative appearing on behalf of ZRO-SII, Delhi Jal Board, assured that the matter of the complainant will be resolved within 15 days time positively and a “Zero” bill will be issued to the present owner of the property in respect of the disputed period. He further assured that he will personally get in touch with the complainant for redressal of her grievance.

3. Directions :

3.1 In view of the submissions and assurance given by Sh.Navin Gupta, ASO O/o. ZRO S-II, Delhi Jal Board, the case of the complainant stands disposed of in the Commission with the advise to furnish the revised bill to the complainant as well to the Commission for information.

It would be relevant to mention that Delhi Jal Board should have taken effective steps for verifying the facts and acted as per rules before issuance the said bill. They are advised to be more careful in future and devise a mechanism for appropriate redressal of such grievances.

3.2 The complainant is advised to intimate the Commission in writing as soon as her grievances are redressed by the respondent department to her satisfaction.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2020/A.II/DJB/50

Date:

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(PGC), Delhi Jal Board, GNCT of Delhi, 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
5. Zonal Revenue Officer (South)-II, Delhi Jal Board, GNCT of Delhi, A-21, Giri Nagar, Govind Puri, Kalkaji (Near Metro Station), New Delhi-110019.
6. Ms. Shubhangi Tuli.