

***“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](http://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: 05.11.2020

Complainant : Shri Parveen Gautam.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD,  
Through Shri Arjun Singh, ZRO(S)-III, – Present.  
Grievance No. : PGC/2020/A.II/DJB/09

**1. Brief facts of the case**

1.1 Shri Parveen Gautam, complainant has filed a grievance petition before Public Grievances Commission aggrieved by incorrect water bill in respect of K.No.8934451000.

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

2.1 Zonal Revenue Officer(S)-III of the respondent department filed an action taken report. It has been stated by him that the water charges bill w.e.f. 194KL on 25.01.2020 to 203 KL on 14.08.2020 has been corrected now and the total amount is nil.

Copy of the revised bill amounting to (-) Rs.31/- has also been enclosed.

2.2 The complainant is not present.

**3. Directions :**

3.1 In view of the action taken by the respondent department and a correct bill has been issued, the case of the complainant stands disposed of in the Commission.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

No. PGC/2020/A.II/DJB/09

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. Zonal Revenue Officer(South-III), Delhi Jal Board, GNCT of Delhi, Greater Kailash-I, New Delhi-110048.
3. Shri Parveen Gautam