

**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: 20.10.2020

Complainant : Sh. Nitin Sharma.  
Shri Naveen Sharma Brother of complainant – Present.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Sh.Pardeep Kumar, ZRO(N)-I,  
Sh.Ankit Rana, Sr.Asstt - Present.

Grievance No. : PGC/2020/A.II/DJB/52

**1. Brief facts of the case**

1.1 Sh.Nitin Sharma, complainant, R/o.H.No.570, 3<sup>rd</sup> Floor, Bhai Parmanand Colony, Delhi-110009 has filed a grievance petition before the Public Grievances Commission, aggrieved by inflated water bill in respect of K.No.5866501000. He has requested for rectification of the said water bill.

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

2.1 Zonal Revenue Officer(N)-I, Delhi Jal Board filed an action taken report. It is stated by him that the said bill is correct and issued on actual meter reading basis. Bill and consumption graph was also enclosed with the report.

2.2 The representative of the complainant was satisfied with the submissions made by the officer of respondent department. Further, he agreed to pay the water charges as generated by the respondent department.

**3. Directions :**

3.1 In view of the action taken by Delhi Jal Board in resolving the grievance of the complainant and the representative of the complainant expressing his satisfaction, the matter stands disposed of in the Commission.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2020/A.II/DJB/52

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, 5<sup>th</sup> 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](mailto:ee.blkuru1963@gmail.com)
4. Zonal Revenue Officer(N)-I, Delhi Jal Board, GNCT of Delhi, OHT, Mukherjee Nagar Zone, Delhi-110009.  
E mail: [zronz2djb@gmail.com](mailto:zronz2djb@gmail.com)
5. Sh.Nitin Sharma.