

***“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: 09.11.2020

Complainant : Sh. Ajit Singh.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh.L.L. Meena,  
EE(South)-III - Present.  
Grievance No. : PGC/2020/A.II/DJB/24

**1. Brief facts of the case**

1.1 Sh. Ajit Singh, the complainant, has filed a grievance petition before the Public Grievances Commission, aggrieved by irregular and insufficient water supply in Street No.15, Tughlakabad Extn. Distt. South-East, New Delhi.

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

2.1 Shri L.L. Meena, Executive Engineer(South)-III, Delhi Jal Board, GNCT of Delhi, filed an action taken report. It is stated by him that *“Water supply has been scheduled from 5.45 AM to 6.30 AM on alternate day in lane of the complainant i.e. Gali No.15 (Pahari) and the same is being followed by the field staff since last month. But some time water supply timing was disturbed due to less availability of water on account of shut down at water treatment plant, non-working of the existing tubewell and some repairing work in the network. In this regard, intimation on phone was given to the complainant. However, directions have already been issued to maintain given schedule in normal situation in future. Further, the pressure &*

*duration of the time is running satisfactorily, as intimated by the complainant.*

2.2 The complainant is not present.

**3. Directions :**

3.1 In view of the submissions made by Executive Engineer(South)-III, Delhi Jal Board, and the fact that the complainant is not present, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2020/A.II/DJB/24

Date:

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. The Executive Engineer(South)-III, Delhi Jal Board, GNCT of Delhi, A-Block, Greater Kailash-I, New Delhi-110048.
5. Sh.Ajit Singh.

take immediate steps to get the bill rectified by issuing a new water bill on average basis as per the reading/consumption shown by the old water meter in respect of the existing water meter till such time the instant grievance is resolved to enable the complainant to clear his outstanding dues. Further, till the matter is resolved water connection will not be disconnected since there was no fault on the part of the complainant. Moreover, if the complainant pays the total inflated water bill now, as demanded by the respondent department, it would be difficult for him to recover the excess amount paid in future, in case discrepancy/fault is found on the part of respondent department. It is also directed that Zonal Revenue Officer shall take immediate steps to replace the faulty water meter and the complainant be informed accordingly.