

“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
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: 05.04.2021

Complainant : Sh. Rakesh Ranjan.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh.Vijay Kumar
Addl.ZRO W-III – Present.
Grievance No. : PGC/2021/A.II/DJB/12

1. Brief facts of the case

1.1 Shri Rakesh Ranjan complainant has filed a grievance petition in the Public Grievances Commission aggrieved by inflated/wrong generation of water bill in respect of K.No.6415581000.

2. Facts emerged during the proceedings.

2.1 Sh.Vijay Kumar, Addl.ZRO W-III of the respondent department filed an action taken report. It is stated in the report that “*One water connection exists in the premises RZ-21, TF, Manas Kunj with new K.No.6415581000. Bills are continuously being generated on reading basis and last bill upto 09-March-2021 on 09.03.2021 on reading basis i.e. upto reading index 751 KL. No payment has been made by complainant since April, 2018.*

Due to non-payment, the bill amount accumulated as Rs.19,786/-. The mobile number of complainant is registered in RMS and he would get the SMS alert on generation of each water bill as each consumer whose mobile number is registered in RMS.

There is a rebate scheme available upto 31.03.2021 and as per rebate scheme, the complainant has the financial benefit of Rs.3755.04/- out of total

bill amount Rs.19,786/- and remaining amount Rs.16,030.31 has to pay by 31.03.2021 by the complainant to avail the said rebate.”

Addl.ZRO of the respondent department stated that now the payment has been made by the complainant.

2.2 The complainant is not present. However, when telephonically contacted by Addl.ZRO(West)-III, DJB, today in the Commission, the complainant stated that his grievances have been resolved.

3. Directions :

3.1 In view of the above, the case of the complainant stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2021/A.II/DJB/12

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. The Director (Revenue), Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th floor, 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. The Zonal Revenue Officer (West)-III, Delhi Jal Board, GNCT of Delhi, Near Twin Tanks, Outer Ring Road, Paschim Vihar, New Delhi-110063.
E mail: zropaschimviharwz3@gmail.com
6. Shri Rakesh Ranjan.