

"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: 05.07.2021

Complainant : Sh. Sanjay Kumar.
Shri Himanshu Verma, on the behalf
of the complainant – Present.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD.
Through Shri Vijay Kumar,
ZRO(West)-III – Present.

Grievance No.: PGC/2021/A.II/DJB/18

1. Brief facts of the case

1.1 Shri Sanjay Kumar filed a grievance petition before the Public Grievances Commission aggrieved by inflated water bills. It is stated in the grievance petition by the complainant that he has three water meters in each floor at his premises at A-25, Shish Ram Park, Uttam Nagar, New Delhi but for the last two and three months, his bill is coming too high as such Rs.14,000/- to 15,000/- in respect of K.No.8809581000. But in respect of other two meters, bill is zero. Despite assurance, no relief has been provided by the respondent department.

2. Facts emerged during the proceedings.

2.1 Shri Vijay Kumar, Zonal Revenue Officer(West)-III, Delhi Jal Board, filed an action taken report. It is stated in the report that *"the Bill of the consumer against water connection K.No.9978581000 running at A-25-26, Shish Ram Park, has been rectified as per*

documents provided by the consumer, Mr.Sanjay, and the same has been delivered to him.”

Copy of the bill dated 03rd July, 2021 amounting to Rs.5230/- has also been enclosed with action taken report.

2.2 The representative appearing on behalf of the complainant was made aware of this fact who expressed his satisfaction.

3. Directions :

3.1 In view of the action taken by the respondent department with regard to rectifying the water bill in respect of the complainant's meter, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2021/A.II/DJB/18

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. 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
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.
5. Sh. Sanjay Kumar.