

*“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**

**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR  
dated 25.9.97**

Date of hearing: 23.06.2021

Complainant : Ms.Chander Kanta  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Grievance No. : PGC/2021/A.II/DJB/17

**1. Brief facts of the case**

1.1 Ms. Chander Kanta, complainant, filed a grievance petition before the Public Grievances Commission, aggrieved by non-revision of inflated water bill. It is stated in the grievance petition that as per the readings provided for a period of 100 days, consumption is only 66 units, which is well within the subsidy limits set by the Government. It is further stated that the bills were raised by the DJB four times during the year. The complainant has raised the concern “as to why the bill raised now is for a period of 396 days; when the consumption was within the subsidised limits why the payment of Rs.4422/- has been taken by DJB. The attached readings are for two dates i.e. 15.10.2020 and 23.01.2021 for a period of 100 days showing meter reading as 0097705 and 104371 respectively i.e. consumption of 66 units for a period of 100 days. Moreover, the house was empty for a period of 2 months but the meters are installed in the parking area which is always accessible. The complainant has requested to revise the bill accordingly, rather than raising the amount of Rs.5942/-, DJB should refund/adjust the amount already taken (Rs.4422/-) due to mismatch of their records.

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

2.1 An action taken report dated 19.04.2021 which is a letter addressed to the complainant has been received from Shri Sanjay Kumar,

Zonal Revenue Officer(West)-I, Delhi Jal Board. It is stated in the report that the bill has been revised on 27.03.2021.

2.2 The complainant vide her e mail dated June 23, 2021, informed the Commission that bill with regard to water consumption has been revised to her satisfaction by the respondent department. She has thanked the Commission for redressal of her grievance.

3.1 **Directions :**

3.1 In view of the prompt action taken by the respondent department with regard to redressal of grievance of the complainant which has also been confirmed by the complainant, the case stands disposed of in PGC.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2021/A.II/DJB/17

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)-I, Delhi Jal Board, GNCT of Delhi, Janakpuri, C2B Block, Delhi-110059.  
E mail: [zrojanakpuri@gmail.com](mailto:zrojanakpuri@gmail.com)
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> 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](mailto:ee.blkuru1963@gmail.com)
5. Ms.Chander Kanta.