

“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 : 24.06.2021

Complainant : Sh.Amarjit Singh.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD.

Grievance No. : PGC/2021/A.II/DJB/16

1. Brief facts of the case

1.1 Sh.Amarjit Singh, complainant, filed a grievance petition in the Public Grievances Commission aggrieved by receiving of water bill amounting to Rs.45364/- in respect of K.No.221228000 (H.No.55-B, BW Block, Shalimar Bagh, New Delhi). It is stated in the petition that the house was locked and the complainant has not consumed the water.

2. Facts emerged during the proceedings.

2.1 An action taken report dated 10.05.2021 has been received from Shri Satish Kumar Barolia, ZRO(NW)-III, Delhi Jal Board, GNCT of Delhi, which is a letter addressed to the complainant. It is stated in the letter that *“The position was already explained to you by our meter inspector and you were asked by him to provide photocopy of electricity bills confirming no use of electricity at your property and also advised to get your water meter examined/tested at L&T Office located at JD Block, Pitampura for identifying any fault in it after depositing the fee of Rs.150/- in the Office of ZRO(NW)-III, DJB.*

Further, that prior to March, 2021 your area was being maintained by L&T Company under a contract with Delhi Jal Board for the purpose of water meter reading and billing. Whatever bills raised earlier was basically generated in our system on the basis of data entry made by L&T staff. The water bill of March, 2021 based on meter reading done by DJB staff which stated water meter reading 1208 KL as on 11.03.2021.

For further assistance or any other query, the complainant is advised to attend the Office of ZRO(NW)-III on any working day, as per his convenience.”

3. Directions :

3.1 In view of the submissions made by the Zonal Revenue Officer(NW)-III, Delhi Jal Board, GNCT of Delhi, in the letter addressed to the complainant, the complainant is advised to approach the concerned ZRO for further assistance and redressal of his grievance. The complainant is also advised to initiate action, as advised in the action taken report, to enable the respondent department to take action on priority. In case his grievances are not resolved to his satisfaction by the concerned ZRO, he is at liberty to approach the Commission again.

3.2 Zonal Revenue Officer(NW)-III, Delhi Jal Board, GNCT of Delhi, is advised to extend complete cooperation to the complainant keeping in view his age and also he is residing in Chandigarh, and take immediate action with regard to redressal of his grievance, as per rules.

3.3 Nodal Officer (PGC), Delhi Jal Board is advised to pursue this case at his own level. Necessary directions be issued to the concerned officers for redressal of grievances of the complainant.

3.4 With the above observations, the case of the complainant stands disposed of.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2021/A.II/DJB/16

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Zonal Revenue Officer(NW)-III, Delhi Jal Board, GNCT of Delhi, Ashok Vihar Overhead Tank, Delhi-110052.
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005.
4. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: ee.blkuru1963@gmail.com
5. Sh.Amarjit Singh.