

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

Date of hearing: 13.07.2021

Complainant : Sh.Nitin Goel – Present.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Shri Mukesh Kumar,  
ZRO(PP-I) – Present.  
Grievance No. : PGC/2021/A.II/DJB/09

**1. Brief facts of the case**

1.1 Shri Nitin Goel, complainant, filed a grievance petition before Public Grievances Commission, aggrieved by inflated water bills. It is stated in the petition that he has two water meter connections bearing K.No.6538031000 and K.No.7538031000 at his residence G-47, Saket, New Delhi. Till January, 2020 he has deposited all his bills, after which he did not receive any bills for almost 6 – 8 months. He received bill of Rs.12091/- for K.No.7538031000 and bill of Rs.13293/- in respect of K.No.6538031000 in September, 2020 for which he had complained to DJB for revising the bill as per reading. Further, in the month of January, 2021, he received a bill of Rs.18764/- for K.No.6538031000 and bill of Rs.19,600 for K.No.7538031000. It is further stated by him that his water consumption is not that much as he has a small family. He requested for a revised bill as per meter reading and also checking of his water meter till date.

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

2.1 An action taken report has been filed by Shri Mukesh Kumar, ZRO(PP-I) of the respondent department. It is stated in the report that *“The valve of the meters of the complainant/consumer of K.Nos.*

*6538031000 and K.No.7538031000 were checked on 08.07.2021 and found Okay. The water pressure in both the lines was also checked and found Okay.*

*Further, as per the discussion held with the complainant on 30.06.2021 and 07.07.2021, the consumer is not ready to divulge the details of the instalments. Therefore, there seems to be no possibility of correction in their bills.*

2.2 The complainant stated that he got the water pipeline checked through a private plumber for any internal leakage. No fault was found. He requested for checking of the main water pipeline of the DJB. Furthermore, he stated that DJB staff has also checked the functioning of the water meter valves. He reiterated that there are three floors in the building and the water consumption is minimal. He also requested to provide him the facility of paying the outstanding bill in easy instalments.

2.3 ZRO(PP-I), DJB stated that the bills have been raised as per the consumption of the complainant. It is not feasible to check the main water line of DJB, as requested by the complainant, as the water pressure is sufficient in both the water meter valves, whether they are operated separately or jointly and has nothing to do with hike in water bills. It is also stated that there is no rebate scheme at present under which the complainant can be given benefits, as requested by him.

2.4 During the proceedings, Commission noted that the issue raised by the complainant in his grievance petition with regard to inflated water bills has been appropriately dealt by the respondent department. The bills are apparently correct and matches the consumption of water by the complainant during the concerned period. The complainant was made aware of the facts and was advised to pay the outstanding water bills in easy instalments of Rs.12,000/- P.M., as requested by him. Further, he was advised to ensure that there is no wastage of water which might result in hike in water bills. Furthermore, to monitor the situation for some more time and in case of any deficiency may approach the concerned ZRO, Delhi Jal Board or the Commission for redressal of his grievances.

**3. Directions :**

3.1 Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, is requested to look into the grievance of the complainant for its expeditious disposal.

3.2 ZRO(PP)-I, Delhi Jal Board, GNCT of Delhi, is advised to look into the matter at his level and extend cooperation to the complainant with regard to payment of his outstanding water dues in easy instalments, as noted above. Further, regular bills be provided to the complainant. In case of any deficiency in water bills in future, matter be looked into by ZRO(PP)-I, DJB for its expeditious disposal, as per rules.

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

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2021/A.II/DJB/09

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Zonal Revenue Officer(PP-1), Delhi Jal Board, GNCT of Delhi, DJB UGR & Booster Pumping Station, Malviya Nagar, New Delhi.  
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3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005.
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5. Shri Nitin Goel.