

“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
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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: 07.09.2021

Complainant : Sh. Praveen Kumar.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh. Pardeep Kumar,
Zonal Revenue Officer NW-II
Sh. Ved Prakash,
ASO, O/o.ZRO(NW)-II
Sh. Parveen Kumar,
LDC(MI)
Sh.Dharambir Kumar, LDC – Present.
Grievance No. : PGC/2021/A.II/DJB/28

1. Brief facts of the case

1.1 Shri Praveen Kumar has filed a grievance petition before Public Grievances Commission, aggrieved by wrong billing in respect of K.No.2644528273. It is stated by him in the grievance petition that his previous water bill reading was 221 units on 28.01.2021 and the current water bill reading is 378 units on 15.03.2021 as per water bill of DJB dated 15.03.2021. Hence, total reading difference between previous and current bill is 157 units and the bill issued to him amounts to Rs.5,891/- of 157 units which is not acceptable. Further, his water consumption is not upto 20,000 litres per month which is totally free of cost as per Delhi Government Subsidy Scheme.

2. Facts emerged during the proceedings.

2.1 Shri Pardeep Kumar, Zonal Revenue Officer(W) NW-II, Delhi Jal Board, GNCT of Delhi filed an action taken report. It is stated in the report that :-

1. *The bill was generated on actual meter reading basis capturing meter photo available in RMS(DJB record) and the bill was revised keeping in view consumer's past bill history as per report of Meter Inspector, Billing Clerk & Supervisor's report on consumer's request.*

2. *Meter Reader name is Shri Dharambir (M/Roll)/LDC, Employee Code 600009646 who has generated this bill. Shri Dharambir has been posted recently in Revenue Wing and performing his duties honestly. The allegation raised by the applicant in his application are vague in nature having no substantial evidence."*

2.2 The Zonal Revenue Officer(NW)-II, representing the respondent department explained the procedure followed in generating and issuance of water bill in respect of the complainant in particular and, the general practice. He further stated that the complainant has not paid his water bills since 2015. He also admitted some procedural lapses/dereliction on the part of meter reading staff of the Zone in recording the readings in respect of a particular period. Upon query regarding installation of automatic water meters outside the premises as is done in respect of electricity meters, he stated that it would not be feasible as it will lead to pilferage of water meters. He also informed that ever since his joining in the Zone, certain anomalies/discrepancies found in the system while dealing with such matters have already been brought to the knowledge of the higher authorities for necessary action. ZRO also apprised the Commission that the complainant has not approached Delhi Jal Board for redressal of his present grievances and instead chosen to file grievance petition in the Commission straightaway.

2.3 The complainant is not present.

3. Directions :

3.1 Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, is requested to have the matter examined at an appropriate level to minimize hardships being faced by the consumers with regard to inflated water bills and steps taken to remove the discrepancies in dealing with such matters.

3.2 The Commission appreciates the efforts made at the level of Zonal Revenue Officer in redressal of grievances of the complainant. However, the Commission would like to have a report on the proposal/file submitted by the ZRO(NW)-II, Shri Pardeep Kumar, when he took over the charge of ZRO(NW)-II, to the higher authorities with regard to discrepancies pointed out by him in dealing with the issue of inflated water bills.

3.3 Although the water bill of the complainant has been rectified by the respondent department and the case stands disposed of in the Commission, the complainant is requested to appear before the Commission on 13.09.2021 at 10.30 A.M. to apprise the reason/circumstances relating to his grievance in the Commission.

(SUDHIR YADAV)
MEMBER(PGC)

PGC/2021/A.II/DJB/28

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. Zonal Revenue Officer(W) NW-II, Delhi Jal Board, GNCT of Delhi, Narela, Delhi-110040.
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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. Shri Praveen Kumar.