

“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: 21.09.2021

Complainant : Sh. Hazari Singh.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Ms. Anita Jain,
Zonal Revenue Officer(Dwarka) – Present.
Grievance No. : PGC/2021/A.II/DJB/23

1. Brief facts of the case

1.1 Shri Hazari Singh has filed a grievance petition before Public Grievances Commission, aggrieved by non-completion of mutation application and rectification in water bill by Delhi Jal Board.

In brief, the complainant stated in his petition that he submitted the mutation application (F.No.306 dated 10.8.2020) along with relevant documents/last bill No.973012321456. Second monthly bill No.973310379172 (reading recorded upto 8.9.2020) without any arrears was delivered to him. On 24.11.2020 when he met the concerned official (Sh.Surinder) he was told to deposit the balance amount in respect of Bill No.973919938712. The amount was paid the same day. Further, on 21.01.2021 a request was made to the Office of ZRO to complete the mutation work but no action was taken. Hence, he filed a written complaint vide Diary no.4663 on 21.01.2021. The complainant states that out of revenge, the official concerned, Shri Surinder, on 26.01.2021 made a wrong bill No.973137051561 on the basis of wrong reading in which total consumed units was reflected as 310 KL for the period 18.11.2020 to 26.1.2021 whereas till 04.02.2021,

total reading in the meter is 24 KL and presently also, consumption is only 42 KL. Despite lodging a complaint on 05.02.2021, mutation application has not been finalized and also rectification in the water bill has not been done.

2. Facts emerged during the proceedings.

2.1 Ms. Anita Jain, Zonal Revenue Officer(Dwarka) of the respondent department filed an Action Taken Report. As per report of ZRO(Dwarka), Delhi Jal Board, *“The grievance pertains to mutation to Shri Hazari Singh in respect of the above mentioned property. The Applicant had submitted papers for mutation. The same was scrutinized and mutation work has been completed in all respects.*

The complainant has given in writing that his grievance has been resolved.

Copy of the mutation bill dated 09-09-2021 and a letter, in original, from the complainant stating therein by him that his grievance has been redressed and has no further grievance against the concerned Zone, has also been enclosed with the report.

2.2 The complainant is not present. However, when contacted telephonically today, he informed the Commission that his grievance has been resolved completely by the respondent department.

3. Directions :

3.1 Although the grievance of the complainant has been redressed by the respondent department, the Commission would appreciate if Director(Revenue), Delhi Jal Board, GNCT of Delhi, could get the matter examined at an appropriate level with regard to dereliction on the part of concerned erring official, namely, Shri Surinder and other supervisory staff which led to deficiency in service and mental harassment to the complainant with regard to his inflated bill which was raised arbitrarily on the basis of assumed meter reading and not on the basis of actual consumption.

3.2 With the above observations, the case stands disposed of.

(SUDHIR YADAV)
MEMBER(PGC)

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Director(Revenue), Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
3. Zonal Revenue Officer(Dwarka), Delhi Jal Board, GNCT of Delhi, DDA Office Complex, Central Nursery, Sector-5, Dwarka, New Delhi-110075.
4. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005.
5. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: ee.blkuru1963@gmail.com
6. Shri Hazari Singh.