

“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.Yogesh Kumar Sharma – Present.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Shri Naveen Gupta,
ASO, O/o. ZRO(South-II) – Present.
Grievance No. : PGC/2021/A.II/DJB/32

1. Brief facts of the case

1.1 Shri Yogesh Kumar Sharma has filed a grievance petition before Public Grievances Commission, aggrieved by wrong meter reading against K.No.8435731000, Area Code: A-7/Giri Nagar.

It is stated in the petition that the first complaint was filed with ZRO, Giri Nagar, Delhi Jal Board on 24.09.2020 followed by second complaint on 16.06.2021 but no action was taken to adjust the bill amounting to Rs.1042/-. An amount of Rs.1042/- was paid in the month of March 2021 dated 15.03.2021 but no amount was due. He requested to adjust/refund the same in the next bill due.

2. Facts emerged during the proceedings.

2.1 Shri Naveen Gupta, ASO is present on behalf of Zonal Revenue Officer(South-II), of the respondent department. No action taken report has been filed. It is admitted by him that there is anomaly in the bill. He assured to take immediate remedial action in the matter.

He also stated that such discrepancies are being noticed and many grievances are being received in this regard. This is happening as the

work of meter reading has been entrusted to a private agency and their meter readers record readings, on average basis and, not on actual consumption basis.

2.2 The Commission has observed that within a period of last one month, several complaints of issuance of inflated water bills have been reported where the meter readings furnished by the complainant are at variance with the readings taken by the meter readers for issuance of bill by the department. The Commission feels as if the bills are being prepared/issued on the basis of assumed readings by the meter readers and the general public, as a result, has to face financial and physical hardships. However, it is observed that the Delhi Jal Board has been prompt in rectifying the incorrect/inflated bills and have raised fresh bills based on actual readings. But, no action has been initiated against erring staff/agency authorized to check and submit meter readings taken into account for preparing the bills.

The officials responsible for dereliction should be asked to explain the reasons/circumstances for delay and acted upon for deficiency in providing service to the citizens.

3. Directions :

3.1 The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi is requested to have the matter examined at an appropriate level and take remedial measures so that time, energy and resources of the Department are saved and general public is also saved from avoidable harassment.

3.2 Zonal Revenue Officer(South-II), Delhi Jal Board, GNCT of Delhi, is advised to look into the matter at her level and take action for redressal of grievances of the complainant within one (01) week. She shall file a detailed report along with documentary evidence to the effect that the grievances of the complainant has been redressed in totality within fifteen (15) days positively to the Commission.

3.3 The complainant is advised to contact Zonal Revenue Officer(South-II) Delhi Jal Board, GNCT of Delhi, and provide all necessary documents relating to his grievance for its immediate redressal.

(SUDHIR YADAV)
MEMBER(PGC)

PGC/2021/A.II/DJB/32

Date:

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(South)-II, Delhi Jal Board, GNCT of Delhi, A-7, Giri Nagar (near Govindpuri Metro Station), New Delhi-110019.
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
5. Shri Yogesh Kumar Sharma.

