

“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
Website : www.pgc.delhigovt.nic.in E-mail :pgcdelhi@nic.in

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

Date of hearing: 06.12.2021

Complainant : Sh Anand Singh Negi.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh.Raju Tanwar
Sr. Asstt., O/o.ZRO(W) N-II – Present.

Grievance No. : PGC/2021/A.II/DJB/34

1. **Brief facts of the case**

1.1 Sh.Anand Singh Negi, has filed a grievance petition before Public Grievances Commission, aggrieved by not taking meter reading properly (Monthly Basis) under K.No.5808101000 by Delhi Jal Board. It is stated by the complainant in his petition that during the month of August, 2021, he received one SMS on 14.6.2021 to pay Rs.22.00 by 01.07.2021. Subsequently, he again received another SMS during the month of September 24, 2021 to pay Rs.1624.00 by 11th October, 2021. That on receipt of the said SMSs, he met the concerned Meter Reader of DJB and also sent photo of the meter reading. Despite assurance, the Meter Reader, Sh.Anil Sharma did not visit his house for taking meter reading. Subsequently, Shri Anil Sharma, Meter Reader visited his house and stated that the water consumption is on higher side and Approx.Rs.10,000/- is pending against him. The complainant stated that he received SMS from DJB regularly that there is no pending bill against him. Further, only three members are residing in the said house and it is not possible to consume water 20000 KL per month by three members. As per procedure laid down by DJB, bill should be sent to consumer on monthly basis but in the instant case, he has not received any bill from DJB.

He requested for appropriate directions to Delhi Jal Board.

2. Facts emerged during the proceedings.

2.1 An action taken report has been filed on behalf of Sh.Vijay Kumar, ZRO(W) N-II, Burari, of the respondent department. It is stated in the report that *“The case of wrong billing against K.No.58081010000 in the name of Sh.Anand Singh Negi was scrutinized and found that during the Corona Pandemic, bills were issued on average basis to the consumer. At that time, it was impossible to take the reading door-to-door due to lockdown. Now, the bill has been amended as per actual reading basis and same has been delivered to the consumer and the consumer is satisfied with the bill.”*

2.2 The complainant is not present. However, vide his e-mail dated Nov.30,2021, the complainant informed that his grievance has already been addressed by Zonal Revenue Officer, Delhi Jal Board vide letter dated 12.11.2021. Further, due to busy schedule, he will not be able to attend the hearing on 06.12.2021.

3. Directions :

3.1 In view of the appropriate action taken by the respondent department in redressing grievance of the complainant, the case stands disposed of.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2021/A.II/DJB/34

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Zonal Revenue Officer(W) N-II, Burari, Delhi Jal Board, GNCT of Delhi, Burari. Delhi.
E mail: zroburari@gmail.com
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.Anand Singh Negi.