

*"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: 01.02.2022

Complainant : Sh.Akash Nigam.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Shri Vijay Kumar,  
ASO O/o.ZRO(South)-I,Saket – Present.

Grievance No. : PGC/2021/A.II/DJB/42

**1. Brief facts of the case**

1.1 Sh.Akash Nigam has filed a grievance petition before Public Grievances Commission aggrieved by incorrect water bill in respect of the water meter installed in the year 2020.

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

2.1 Shri Vijay Kumar, ASO O/o.ZRO(South)-I,Saket, Delhi Jal Board, GNCT of Delhi, filed an action taken report. It is stated in the report that the excess bill in respect of K.No.1881721000 has been rectified and correct bill issued.

A copy of the e-mail letter dated Dec.22, 2021 from the complainant to ZRO, South, DJB has also been attached with the action taken report in which the complainant has thanked ZRO for sending the rectified bill. He also requested for correct reading/correct bill every month as well as clear copy of the bill so that he can pay the same on time.

2.2 The complainant is not present. The representative of the ZRO(South), DJB, also tried to contact him telephonically today but there was no response from the complainant's side.

**3. Directions :**

3.1 In view of the submissions made in the action take report of ZRO(South)-I, Saket, Delhi Jal Board, GNCT of Delhi, the case stands disposed of in the Commission.

3.2 In case the complainant has any further grievance in future, he may contact the concerned ZRO for redressal of his grievances.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2021/A.II/DJB/42

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Zonal Revenue Officer(South)-I, Saket, Delhi Jal Board, GNCT of Delhi, Mandir Marg, Saket, New Delhi.
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> 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](mailto:ee.blkuru1963@gmail.com)
5. Sh.Akash Nigam.