

"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**

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

Date of hearing: 15.03.2022

Complainant : Shri Kailash Behari Lal – Present.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Shri Jatinder Kumar,
Zonal Revenue Officer(Pratap Nagar)- Present.

Grievance No. : PGC/2021/A.II/DJB/46

1. Brief facts of the case

1.1 Shri Kailash Behari Lal has filed a grievance petition before Public Grievances Commission, aggrieved by issuance of wrong bill in respect of K.No.6513401000 by Meter Reader, Shri Naresh Kumar, for water bill w.e.f. 409 KL/14.04.2020 to 719 KL/08/12/2020 for Rs.11,960/- vide Bill No.651605604278. It is stated in the petition that previous bill which were issued for very less reading (actual consumption). Current bills are issued on the basis of assessed Avg.30 KL whereas his meter is running and he lives alone at the property. In this regard, he also met the senior officers of the respondent department on 07.12.2021. He requested for issuance of water bill as per actual reading.

2. Facts emerged during the proceedings.

2.1 Zonal Revenue Officer(Central)-II, Delhi Jal Board, GNCT of Delhi filed an action taken report. As per report, *"Meter of the consumer has been tested on 09.03.2022 by DJB authorized agency i.e. L&T in the presence of DJB official and consumer himself. As per Test Report, Meter Seal was found broken. However, the meter got*

tested and quantity measured by the Meter read less in testing than quantity measured by Tank on all parameters of testing.”

Meter Test Report dated 09.03.2022 is attached with the action taken report.

2.2 The complainant still maintains that there is almost no consumption of water in the said premises and requested officers of the Delhi Jal Board to visit the premises again to assess the facts.

2.3 The Commission is satisfied with the report filed by the respondent department. However, it is noted that there is no clarity with regard to period from which the meter reading will be taken now to provide final bill and how much amount is outstanding to be paid by the complainant after final calculation. The Commission also suggested that respondent department may consider giving some concession or waive off penalty, as per rules, as the complainant is himself an ex-DJB employee.

2.4 Shri Jatinder Kumar, Zonal Revenue Officer, assured to look into the matter for giving concession/waiver of penalty in respect of water bill of the complainant, as per rules, after final calculation. He suggested that complainant can get minor problem of leakage fixed on his own from a private plumber for which they have no objection.

3. Directions :

3.1 In view of the above observations, the case stands disposed of.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2021/A.II/DJB/46

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Zonal Revenue Officer(Pratap Nagar), Delhi Jal Board, GNCT of Delhi, O/o. ZRO(Central)-II, Pratap Nagar, Delhi-110007.
E mail: jkjdzro@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.Kailash Behari Lal.