

"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: 05.04.2022

Complainant : Shri Jeet Jain.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Shri Sanjeev Saxena, M.I.
O/o.Zonal Revenue Officer(S)-III,
G.K.-I – Present.

Grievance No. : PGC/2022/A.II/DJB/07

1. Brief facts of the case

1.1 Shri Jeet Jain has filed a grievance petition before Public Grievances Commission, aggrieved by receiving of inflated bill/non-payment of dues to the tune of Rs.47,467/- in respect of K.No.8212051000 for S-414, F.F., Greater Kailash, Part-I, New Delhi.

It is stated in the petition that the he has shifted from Delhi and living outstation for the past 3 years and since then the house is locked. However, he has been repeatedly receiving messages from Delhi Jal Board for billing and outstanding. Further, when he left Delhi, his outstanding amount was negative and he was to recover from DJB for the credit balance in his account.

The records of BSES for electricity tariff shall reconfirm that there is no one residing at the premises and therefore the billing done by Delhi Jal Board is totally baseless. Despite visiting several times, no proper response was given by DJB's Office at GK-1 to rectify the bill.

2. Facts emerged during the proceedings.

2.1 An action taken report has been received from Zonal Revenue Officer(S)-III, G.K.-I, of the respondent department. As per report, *"The bill for K.No.8212051000 has been rectified as per direction dated 23.03.2022."*

2.2 The complainant is not present. An e-mail has been received from him on April, 04, 2022. It is stated in the letter that *"The bills have been revised by DJB and amount has been paid from his side to settle the past few years unresolved issues. He thanked the Commission for resolving this issue in an effective manner swiftly. He also thanked the DJB officials for cooperating with the execution of directives issued by the Commission."*

3. Directions :

3.1 Keeping in view the above, the case stands disposed of.

(MRS. MADHU SHARAN)
MEMBER(PGC)

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Zonal Revenue Officer (South)-III, Delhi Jal Board, GNCT of Delhi, Opposite Sadique Nagar, Greater Kailash-I, New Delhi-110048.
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.Jeet Jain. E mail: jeetjain02@gmail.com