

"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 : Ms. Jyoti Rani.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh. Brij Raj Rai,
ASO, O/o.ZRO(W)NE-III – Present.

Grievance No. : PGC/2022/A.II/DJB/18

1. Brief facts of the case

1.1 A grievance petition has been received in respect of Ms. Jyoti Rani (K.No.0566740000) regarding non-furnishing of water bill by Seelampur Office of Delhi Jal Board despite requesting them for the last six months.

2. Facts emerged during the proceedings.

2.1 The representative appearing on behalf of Zonal Revenue Officer(W), NE-III of the respondent department filed an action taken report. As per report *"New K.No.0566740000 in House No.231, Gali No.14, Balbir Nagar Extension is running in the name of Smt. Jyoti Rani, D/o. Smt. Usha. In respect of this water connection, an amount of Rs.33,974/- was outstanding till 11.11.2021. The bill was being generated/issued on average basis to the consumer. After receipt of the complaint, the matter was examined. Now the bill has been rectified on the basis of "No use of water" which has not been paid by the complainant/consumer. At present, the outstanding amount has risen to Rs.14,947/-. The bill is being raised/issued on the basis of actual meter reading to the consumer."*

2.2 The complainant is not present.

3. Directions :

3.1 Keeping in view the submissions made by the representative of the Zonal Revenue Officer, NE-III, Delhi Jal Board, GNCT of Delhi, New Seelam Pur, and the fact the complainant is not present to pursue her case, despite notice, the case stands closed in the Commission.

3.2 The complainant is requested to take appropriate action as per submission made in the action taken report or approach the concerned Zonal Revenue Officer for redressal of her present grievances.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2022/A.II/DJB/18

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Zonal Revenue Officer(Water), NE-III, Delhi Jal Board, GNCT of Delhi, New Seelampur, Delhi.
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. Ms. Jyoti Rani.