

"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: 29.03.2022

Complainant : Ms. Mamta Moulik.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh.Vijander Pal Singh,
ASO, O/o.ZRO(Water), S-II, – Present.
Grievance No. : PGC/2022/A.II/DJB/02

1. Brief facts of the case

1.1 Ms. Mamta Moulik, complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by receipt of inflated bill to the tune of Rs.23,750/- for the month of October, 2021 in respect of her DDA flat whereas during May, 2021, she has received bill that no payment is required and in June, 2021, Rs.9.00 is generated. She lodged a complaint on customer care No.1916 on 07.11.2021 (Complaint No.7856096324).

2. Facts emerged during the proceedings.

2.1 Sh.Vijander Pal Singh, ASO, O/o.ZRO(Water), S-II filed an action taken report dated 29.03.2022 stating therein that:-
"Ms. Mamta Moulik had placed a complaint for KNo. 5344431000, R/o: A 38B, Sukhdev Vihar, New Delhi. The bill as per her complaint has been revised and consumer, after satisfaction, has made the payment of Rs.8037/-. The receipt is attached."

2.2 The complainant was not present in the hearing. However,

a letter has been received through e mail dated March, 25, 2022 from the complainant. In the said letter, it has been conveyed by the complainant that Delhi Jal Board has tried to redress her complaint and raised a new full and final bill till 2nd March, 2022 on 23.3.2022 of Rs.8037/- for which the payment has been made by her on 24.3.2022 to avoid further dragging of the case.

3. Directions :

3.1 In view of the submissions made by the complainant, the case stands closed in the Commission.

3.2 Zonal Revenue Officer(Water), South-II, Delhi Jal Board, GNCT of Delhi is requested to ensure that in future factual bills be regularly issued to the complainant.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2022/A.II/DJB/02

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Zonal Reveue Officer(Water),S-II, Delhi Jal Board, GNCT of Delhi, Giri Nagar, New 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. Mamta Moulik.