

*"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 : Sh.Sushil Kumar Lal.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Shri Satyavir Singh,  
M.I. O/o.ZRO,Punjabi Bagh, DJB – Present.

Grievance No. : PGC/2021/A.II/DJB/40

**1. Brief facts of the case**

1.1 Sh. Sushil Kumar Lal, has filed a grievance petition before Public Grievances Commission against Water bill and non-supply of water. It is stated in the petition that her mother, Smt. Ram Bai, is a resident of C-121, Tagore Garden Extension since 1970 having water connection No.K.6688471000. For the past two years, meter was not functioning and they are not even receiving water through DJB connection but every month they are getting water bills. As on date, Smt. Ram Bai (Mother) has received water bill to the tune of Rs.25,865/-. She also got a fresh meter installed but no water supply is there. The complainant has stated that when water meter was not functioning and issue was not resolved, how meter reading was generated every month.

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

2.1 Shri Satyavir Singh, M.I. present on behalf of Sh. Ramesh Babu, Zonal Revenue Officer (Punjabi Bagh), Delhi Jal Board, GNCT of Delhi filed an action taken report dated 26.03.2022 stating therein that:-

*“As per record, the consumer has installed new meter on 23.10.2020 and as per DJB policy, a bill was generated on 26.12.2020 under rebate scheme amounting to Rs.25,865/- out of which, consumer has to pay Rs.16,074/- but the consumer didn't deposited the same upto 12.01.2021. So the rebate scheme benefit could not be availed by the consumer and same amount has been reverted by the system automatically and currently, bills are being generated on the same reading.”*

2.2 The complainant is not present in the hearing.

**3. Directions :**

3.1 The complainant, despite directions issued by the Commission, has not appeared in any of the hearings held before the Commission and does not seem to be diligent enough in pursuing his case and also not interested in the paying the said bill. Therefore, the case cannot be heard in the Commission anymore. The complainant is advised to first deposit the amount for the concerned bill generated by the DJB within a period of 15 days of issue of this order before he file an application in the Commission for reopening of his case otherwise, the DJB will take further necessary action as per rules for disconnection of his water connection.

3.2 With these directions, the case is disposed of.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2021/A.II/DJB/40

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Shri N.K. Sharma, Asstt.Ex.Engineer-M26, Delhi Jal Board, GNCT of Delhi, D-Block, Moti Nagar, New Delhi.
3. Zonal Revenue Officer(Punjabi Bagh), Delhi Jal Board, GNCT of Delhi, Club Road, Punjabi Bagh, New Delhi-110026.
4. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005.

5. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board,  
GNCT of Delhi. E mail: [ee.blkuru1963@gmail.com](mailto:ee.blkuru1963@gmail.com)
6. Sh.Sushil Kumar Lal.