

**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: 12.04.2022

Complainant : Shri Mehdi Hussain.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Shri Raj Kumar,  
Zonal Revenue Officer, Saket \_Present.

Grievance No. : PGC/2022/A.II/DJB/27

**1. Brief facts of the case**

1.1 Shri Mehdi Hussain has filed a grievance petition before Public Grievances Commission, aggrieved by charging water consumption without proper billing documentation, meter reading and period of billing in respect of House No.D6, Kaveri Apartment, Vasant Kunj. It is stated in the petition that water bill is generated in the name of DDA and not Delhi Jal Board, which is supplying water to consumers of DDA. These water bills are generated despite Govt.of Delhi's implementation of its Free Water Scheme for domestic consumption of up to 20,000 litres per month as per the revised water tariff w.e.f. 01.02.2018.

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

2.1 Shri Raj Kumar, ZRO(South)-I, Saket, of the respondent department, filed an action taken report. As per report, *"The water bill is generated by Delhi Jal Board in favour of DDA housing having water connection No.4790472182. DDA housing is the consumer of DJB. DJB is not giving any water bill to Shri Mehdi Hussain R/o. Kavery Apartments, DDA, D6, Vasant Kunj. He is not registered consumer of DJB. Further, this area has recently been transferred from DJB Vasant Kunj Zone to DJB Saket. Therefore, this complaint does not pertain to Delhi Jal Board."*

2.2 ZRO(South)-I, Saket of the respondent department stated that he tried to contact the complainant telephonically but there was no response from the complainant's side.

2.3 The complainant is not present despite notice.

**3. Directions :**

3.1 The Chief Executive Officer, GNCT of Delhi, Delhi Jal Board, is requested to look into the matter for redressal of grievances of the complainant.

3.2 Since the complainant is not present, he is requested to go through the submissions made in the action take report by the Zonal Revenue Officer(South)-I, Saket of the respondent department. In case the complainant would like to make any further submissions on the reply given by the ZRO, he may contact the concerned Dy.Secretary(PGC) for further necessary action.

The complainant is also requested to approach ZRO(South)-I, Saket of the respondent department for getting any clarification and assistance with regard to redressal of his grievances.

3.3 ZRO(South)-I, Saket, Delhi Jal Board, GNCT of Delhi, is requested to provide clarification and guidance to the consumer/complainant and take necessary action as per rules.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2022/A.II/DJB/27

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Zonal Revenue Officer(South)-I, Saket, Delhi Jal Board, GNCT of Delhi, Mandir Marg, Saket, New Delhi.
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> 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](mailto:ee.blkuru1963@gmail.com)
5. Sh.Mehdi Hussain.