

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, I. P. Estate, New Delhi-11011
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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 12.09.2022

Complainant : Sh.Shubho Jana – Present.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh.Ram Gobind Jha,
Sr.Assistant. O/o. ZRO(C-II) – Present.

Grievance No. : PGC/2022/A.II/DJB/35

1. Brief facts of the case

1.1 Sh. Shubho Jana, has filed a grievance petition before Public Grievances Commission, aggrieved by wrong and inflated bill raised against K.No.7272800000 installed at his premises No.35/3083-87, 3rd Floor, Beadon Pura, Karol Bagh, New Delhi. It is stated in the grievance petition that inspite of the fact that his premises has been lying vacant since March, 2020 except for the month of April, 2020, DJB has been sending wrong bills for alleged consumption of water at the said premises. Further, as no electricity has been consumed since March, 2020 till March 15, 2022, question of consuming water at the said premises does not arise at all.

2. Facts emerged during the proceedings.

2.1 Smt.Anjali Mahajan, ZRO (Tibiya College) of the respondent department filed an action taken report stating that "the site visited once again at R/o 3086/35 Beadon Pura, New Delhi and found that commercial activity at site & meter is functional and current reading is 674KL dated 9.9.2022 bill has been already rectified. The payment of Rs.18,450/-, due to complainant, was not paid till date.

2.2 The respondent department had also submitted photographs to prove that the site is commercially used by the complainant.

3. The complainant was not present during the hearing.

4. **Directions :**

4.1 The Commission observed that as per the submission of the respondent department the service charges are levied as per the water tariff plan and accordingly the bills have been raised. Further the complainant in question is having commercial activities and in support of their contention the respondent department has submitted the photographs showing commercial / trade / business activities. Thus, it can be safely presumed that it is not a residential premises and the water tariff charges for residential use cannot be made applicable.

4.2 The department further stated that site in question has been visited and as per the meter reading the current meter reading is 674 KL. and the dues are pending for Rs.18,450/- Since the complainant has not made any payments for the last two years the bills are likely to be to the range of +Rs.50,000/-. Further, the department also submitted that the bill has already been rectified in the month of May dated 19.5.2022 and a bill of Rs.18,450/- was raised up to May 2022.

4.3 The complainant is accordingly advised to pay the payment up to May 2022.

5. The matter is disposed of at the level of Commission.


(SUDHIR YADAV)
MEMBER(PGC)

PGC/2022/A.II/DJB/35

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7825-829

Date: 14/09/2022

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Smt. Anjali Mahajan, Zonal Reveue Officer, Delhi Jal Board, GNCT of Delhi, Tibbia College, Karol Bagh, New Delhi-110005.
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.Shubho Jana. E mail: jana.shubho89@gmail.com