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PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, I. P. Estate, New Delhi-110110
Tel No. 011- 23379900, 23379901, Fax No. 011-23370903
Website: www.pgc.delhigovt.nic.in : E-mail: pgcdelhi@nic.in



Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 30.08.2022

Complainant : Sh.S.N. Yadav – Present.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh.Mukesh Kumar,
ZRO (DJB-PP3) – Present.
Grievance No. : PGC/2022/A.II/DJB/45

1. Brief facts of the case

1.1 Sh. S.N. Yadav has filed a grievance petition before Public Grievances Commission, aggrieved by incorrect and inflated water bill in respect of K.No.7152981000 installed at ground for Flat No.1072, GH-13, Paschim Vihar, New Delhi-110087.

2. Facts emerged during the proceedings.

2.1 Shri Mukesh Kumar, ZRO (DJB-PP3), GNCT of Delhi, filed an action taken report. As per report "The DJB water meter of Sh. S.N. Yadav ji installed at his residence Flat No.1072 GH13 Paschim Vihar has been changed on dated 23.08.2022. New meter No. 2022A2002947. Meter installation receipt is attached with this letter."

2.2 The complainant confirmed that the existing meter has been replaced with a new meter. However, he has alleged that the new water meter is giving reading even when water is not reaching the water tank and he has complained about the same to the concerned departmental officials. However, no action has been taken on his complaint.

He has also alleged that the employee of contractor company i.e. Nangloi Water Services Pvt. Ltd. who came to change the water meter demanded money stating that the cost of material shall be borne by the consumer and

he has deposited Rs.150/- in the office of concerned ZRO in advance against proper receipt for lifting of water meter.

3. Directions :

3.1 The Zonal Revenue Officer (Bhera Enclave), Delhi Jal Board, GNCT of Delhi shall personally look into the issues raised by the complainant vis-à-vis:-

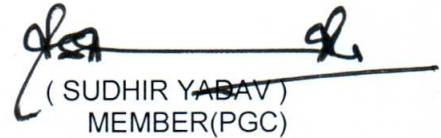
(i) Whether new water meter is running even when water is not discharged in the water tank.

(ii) Whether the cost, for purchase of new water meter in place of old one, is to be borne by the consumer or not and also to clarify whether any charges require to be paid for installation/fittings for installing new meter.

The Zonal Revenue Officer (Bhera Enclave), Delhi Jal Board, GNCT of Delhi is advised to look into the above mentioned issues raised by the complainant, conduct an inquiry into the matter and inform the complainant as well as the Commission with respect to the outcome of the above two issues within a time bound manner, say 3 weeks.

3.2 The complainant is advised to await the bills to be generated for the next six months as the DJB representative has assured that the revised readings shall be taken into consideration to settle the previous payments.

Since the DJB has replaced the existing meter with a new one as requested by the complainant, the case stands disposed off. However, the complainant is at liberty to approach the respondent department i.e. Delhi Jal Board as well as this Commission again in case the bill generated for the next six months is on the higher side (i.e. the consumption of water is more than 20,000 kilo liter per month, which is the benchmark stipulated by the DJB for generating bill of "Nil" amount).


(SUDHIR YABAV)
MEMBER(PGC)

PGC/2022/A.II/DJB/45 7372-376

Date: 07/09/2022

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Zonal Revenue Officer(Bhera Enclave), Delhi Jal Board, GNCT of Delhi, Kothi No.08, Bhera Enclave, Paschim Vihar, 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. Shri S.N. Yadav, R/o.GH-12/209, Paschim Vihar, New Delhi-110087.