

**PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI**

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

Date of hearing : 30.5.2018

Complainant : Smt. Samta Jain W/o Sh. S.K.Jain

Respondent : **Chief Executive Officer,**
Delhi Jal Board,
Govt. of NCT of Delhi,
Varunalaya Phase-II,
Karol Bagh, New Delhi

Grievance No. : PGC/2018/DJB/36
Grievance filed on : 22.12.2017
First hearing in the PGC, : 7.3.2018
Scheduled on

1. Brief facts of the complaint

Ms. Samta Jain has filed complaint on 22.12.2017 regarding exorbitant bill of Rs. 7,02,560/- against the water meter New K.No. 4549360000, which does not belongs to him. He further requested that this inflated amount of Rs. 7,02,560/- be not shown outstanding against property no. C-11/33, Sector-3, Rohini, New Delhi.

2. Proceedings in the Public Grievances Commission

The PGC has convened his first hearing on 7.3.2018, 4.4.2018 and latest on 30.5.2018 the following were present:

Complainant : Present
Respondent : Sh. S.S. Rathour, ZRO (NW)-1, DJB

An ATR has been filed by the ZRO (NW)-1 DJB stating therein that:-

“A water connection was issued in the name of Sh. Deepak Verma and Ms. Sudha Verma on 24.10.1999 at their residence no. C-11/33, Sector-3, Rohini, Delhi vide water connection no. 76079-II, now K.No. is 4549360000. Most of the water connection is running in Rohini area are in the name of original allottee till date though the property has been sold many times.

The DJB made this water connection commercial w.e.f. 9.8.2002 as the property was used for office purpose/tea snacks shop etc.. The property was used for commercial activity.

The water meter is running in this property in the name of Sh. Deepak Verma. The reading of the meter is established in the meter diary later provisional bills were raised on monthly average as meter was broken. The payment of last bill was made in July 2009 for Rs. 10,178/-.

The complainant has got license in 2014 in the name of Gauri Sweets and Snacks. According to guide lines of MCD the water connection is a must. The complainant has stated that they purchased water through water tankers, but failed to provide any receipts of the same.

The complainant had applied for new water connection at first floor of the property in 2016 but since there were dues pending against the property the same were added in the bill. The DJB had disconnected ground floorwater connection on 28.11.2016 due to non-payment of dues but the complainant by herself started using the same connection.”

As per the documents produced by the DJB it is fact that the complainant had water connection since 9.8.2002. The complainant is advised to settle/reconcile the matter with the DJB department and obtain a revised water bill as per Rules and norms of DJB and deposit the same.

3. Directions of the PGC

1. The ZRO (N-W)-1, Zonal Revenue Office (NW-1), Delhi Jal Board is advised to issue revised water bill to the complainant and the complainant is advised to deposit the same immediately.
2. With the above advice, the commission has decided to close the case.

(Sudhir Yadav)
MEMBER (PGC)

Copy to:

- 1 Chief Executive Officer, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Karol Bagh, New Delhi
- 2 Director (F&A)/Nodal Officer (PGC), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.
- 3 Director (Revenue) W/R Delhi Jal Board, 6th floor, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi
- 4 Sh. S.S. Rathour, ZRO (N-W)-1, Zonal Revenue Office (NW-)-1, Delhi Jal Board, GNCT of Delhi, Sultanpuri, Delhi-110 086
- 5 Smt. Samta Jain W/o Sh. S.K.Jain