

**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

Grievance No. PGC/2018/DJB/37 Date of hearing: 31st October, 2018

Complainant : Ms.Zarina Siddique.

Respondent : Chief Executive Officer,
Delhi Jal Board,
Govt. of NCT of Delhi,
Through Ms. Abha Tyagi,
Dy.Director(Revenue), DJB, Present.

1. Facts emerged during the proceedings

1.1 An ATR has been filed by DJB stating that water bill raised during the period of stop meter w.e.f. 30.5.2016 to 06.06.2018 charged on policy average had already been adjusted/deleted of an amount of Rs.4,78,974/- in RMS from the competent authority ID (DJB HQ level).

Further, the two water bills have been raised during the period 15.9.2018 & 18.10.2018. LPSC on these two bills & water meter tampering charge an amount of Rs.1,17,198/- have also been adjusted / deleted in RMS accordingly.

1.2 The complainant is not present during the hearing. However, a letter dated 29.10.2018 is on record stating that the bill K.No.1607310000 in the name of Indian Airlines CGHS Ltd. (Malvilla Apartments), Mayur Vihar, Phase-I, New Delhi, clearly clarifies that entire adjustment/deletion of amount of Rs.4,78,974/- and Rs.1,17,198/- in RMS referring bills raised on 15.9.2018 and 18.10.2018 LPSC accordingly. The Management of Indian Airlines CGHS Ltd. has conveyed their sincere thanks and appreciation for action taken to solve their grievances.

2. Directions

2.1 In view of the due action taken by the respondent department and complainant/Society confirming the same vide letter dated 29.10.2018, the case of the complainant is disposed in the Commission.

(MRS. MADHU SHARAN)
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 (Revenue), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.
3. Director (F&A)/Nodal Officer (PGC), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.
4. The Chief Engineer, (East), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.
5. Ms.Zarina Siddique.

