

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/42

Date of hearing: 12.12.2018

Complainant : Sh.Sanjay Verma, Absent

Respondent : Chief Executive Officer,
Delhi Jal Board,
Through Sh.Rakesh Sharma,
ZRP(Rohini), Delhi.

1. Brief facts of the case

1.1. Shri Sanjay Verma filed a complaint in PGC for refund of extra amount of water bill in respect of K.No.3656370000 and payment of interest amounting to Rs.2500/- on delayed refund by Delhi Jal Board.

2. Facts emerged during the proceedings.

2.1 Shri Rakesh Sharma, ZRO(NW-II) filed an ATR stating that the complainant had applied for refund of money charged extra for water bill. The same has already been repaid to the complainant in full. It was further informed that the meter was not in the complainant's name. He applied for mutation and the same was received in DJB on 09.12.2017. The mutation was allowed on 16.2.2017 and the case file was sent to competent authority through e-office on 21.2.2017. After approval from the competent authority, the admissible refund of Rs.12099/- was made to the consumer on 26.5.2017. and hence there was no delay.

2.2 As regards the interest on the delayed payment on the refunded amount, the ZRO of the respondent informed that the same is not admissible as there is no provision under the rules to pay interest on delayed payment.

2.3 The complainant was not present during the hearing in the Commission. He was contacted on telephone but he expressed his inability to attend the hearing in the Commission as he is bedridden. It is also observed that the Complainant has also not filed a detailed complaint regarding his grievances.

3. Directions

3.1 In view of the fact that complete refund has been made to the complainant by the DJB, as intimated by the ZRO, DJB, and also the complainant has expressed his inability to attend the hearings in the Commission, the case is disposed in the Commission with the advice to confirm the Commission whether he has received the complete payment regarding refund of excess water bill.

**(MRS. MADHU SHARAN)
MEMBER(PGC)**

Copy to:

- 1 The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delh-110005.
2. Shri Sanjay Verma.