

**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  
Website : [www.pgc.delhigovt.nic.in](http://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: 11.12.2019

Complainant : Sh. Rajiv/Raj Kumar.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh.S.S.Mukhija,  
ZRO(NE)-III - Present.  
Grievance No. : PGC/2019/A.II/DJB/44

**1. Brief facts of the case**

1.1 Sh. Rajiv has filed a grievance petition before Public Grievances Commission, aggrieved by raising inflated water bill in respect of meter K.No.3295340000 at 29/15, East Baburpur, Shahdara, Delhi. The complainant has requested for Commission's intervention for direction to Delhi Jal Board for taking needful action in the matter.

**2. Facts emerged during the proceedings.**

2.1 Shri S.S. Mukhija,ZRO(NE)-III of the respondent department filed a report stating that "*water bill against K.No.3295340000 in the name of Sh.Raj Kumar R/o. 29/15, East Baburpur, Shahdara,Delhi has been rectified.*"

2.2 The complainant is not present.

**3. Directions :**

3.1 In view of the submissions made Sh.S.S. Mukhija, ZRO(NE)-III that due action has been taken on the grievance and the same has been resolved, the case of the complainant stands disposed of in the Commission. ZRO(NE)-III is also advised to take expeditious action for redressal of the grievances of the complainant, if any, in future also. The complainant is also advised to approach ZRO(NE)-III in case he has any grievance related to his complaint.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. The Nodal Officer(PGC), Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
3. The ZRO(NE)-III, Delhi Jal Board, GNCT of Delhi, New Seelampur, Delhi-110053.
4. Sh. Rajiv/Raj Kumar.