

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 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: 04.02.2020

Complainant : Smt. Munni Tayal.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh.Naveen C.Harbola,
Sr. Assistant, O/o. ZRO(W) NW-II – Present.

Grievance No. : PGC/2019/A.II/DJB/50

1. Brief facts of the case

1.1 Smt. Munni Tayal has filed a grievance petition before Public Grievances Commission, aggrieved by non-refund of Rs.9,450/- extra charged against K.No.0370580000 installed at A-1/225, Keshav Puram, Delhi-35 by Delhi Jal Board. 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 Sh.Naveen Harbola, Sr.Asstt on behalf of ZRO (NW)-III of Delhi Jal Board filed a report stating that the file has been approved by higher authority for the sum of Rs.9,150/- and which has been forwarded to the Accounts Section for making the payment to the applicant. The representative of ZRO(NW)-III further stated that he will inform the Commission through e-mail after making payment to the complainant.

2.2 The complainant is not present. However, it has been telephonically stated by the representative of the complainant that he cannot attend the hearing due to illness.

3. Directions :

3.1 The Chief Executive Officer to direct ZRO(W), NW-III, Ashok Vihar, to refund the excess amount in respect of the above said meter to the complainant within **two (02) days positively**. Further, the Commission be informed as and when payment is made and received by the complainant, as assured by the representative of the respondent department.

3.2 Sh. Bharat Bhushan Gaur, ZRO, NW-III, Ashok Vihar, to ensure that payment of refund of excess amount be released to the complainant within two days time positively.

3.3 The complainant is advised to inform the Commission in writing as soon as she receives the refund of amount extra charged by the respondent department.

3.4 With the above directions, the case of the complainant is disposed in the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

No. PGC/2019/A.II/DJB/50

Date:

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 Zonal Revenue Officer(NW)-III, Ashok Vihar, Delhi Jal Board, Govt.of NCT of Delhi, Ashok Vihar Overhead Tank, Delhi-110052.
4. Smt. Munni Tayal.