

**PUBLIC GRIEVANCES COMMISSION**  
**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI**  
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110  
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**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97**

Date of hearing: 07.09.2020

Complainant : Sh. Girish Nayal

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh.Raju Tanwar  
ASO. O/o. ZRO – Present.

Grievance No. : PGC/2020/A.II/DJB/46

**1. Brief facts of the case**

1.1 Shri Girish Nayal, complainant, filed a grievance petition in the Public Grievances Commission aggrieved by non-correction/revision in his water bill no. 0990518045 by the Delhi Jal Board.

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

2.1 Shri Raj Tanwar, ASO O/o. Zonal Revenue Officer, Burari, filed an action taken report stating therein that the correction in the water bill has been done and the matter has been resolved to the satisfaction of the complainant. A new bill has been issued.

2.2 The complainant is not present. However, an e-mail has been received today from him stating that his bill has been rectified as per actual meter reading. He has requested to close the matter as the same has been resolved by Delhi Jal Board.

**3. Directions :**

3.1 In view of the prompt action taken by the respondent department to the satisfaction of the complainant with regard to correction/revision in his water bill, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
3. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi  
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4. Shri Girish Nayal.

