

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: 16.09.2020

Complainant : Sh.Rajiv Nandra.
Ms. Sunita, sister of Sh. Rajiv Nandra – Present.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh.Rajesh Limaye, ZRO(W) S-II - Present.

Grievance No. : PGC/2019/A.II/DJB/64

1. Brief facts of the case

1.1 Sh. Rajiv Nandra, complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by receiving water bills on average basis in respect of K.No.9599141000 (Meter NO.1510065).

2. Facts emerged during the proceedings.

2.1 Shri Rajesh Limaye, ZRO(W) S-II, filed an action taken report. It is stated that bill against K.No.9599141000 has been rectified from 03/03/2020 to 04/08/2020 and no payment is required to be paid.

Copy of the revised bill dated 15.09.2020 amounting to Rs. (-2) has been furnished by the ZRO.

2.2 The representative of the complainant is satisfied with the action taken by the respondent department. However, she stated that an excess amount of Rs.4400/- has also been charged by Delhi Jal Board for previous period whereas there was no consumption of water and premises remained locked.

2.3 ZRO assured to look into this matter and settle the same as per rules.

2.4 The complainant is advised to give a representation for settlement of this excess amount of Rs.4400/- paid by him to ZRO to enable him to take action as per rules.

3. Directions :

3.1 In view of the prompt action taken by Delhi Jal Board in issuance of a revised bill to the complainant, 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, 5th floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
3. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: ee.blkuru1963@gmail.com
4. Zonal Revenue Officer (W) S-II, Delhi Jal Board, GNCT of Delhi, Giri Nagar, Kalkaji, New Delhi-110019.
5. Sh.Rajiv Nandra.