

*“No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene.”*

**PUBLIC GRIEVANCES COMMISSION**  
**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI**  
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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: 28.06.2021

Complainant : Sh. Triveni Nath – Present.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Shri Mahender Kumar,  
ZRO(W)-I, Subhash Nagar – Present.

Grievance No. : PGC/2021/A.II/DJB/03

**1. Brief facts of the case**

1.1 Sh. Triveni Nath filed a grievance petition before the Public Grievances Commission requesting for rebate in water bill (Rs.12542/- Domestic) under the scheme of Delhi Jal Board.

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

2.1 An action taken report has been filed by ZRO(W)-I, Delhi Jal Board, GNCTD of Delhi. It is stated in the report that *“The water bill has been generated for the period of April, 2020 to June 2020 on average basis due to lockdown due to Covid Pandemic.*

*The bill has been regenerated w.e.f. 14.02.2020 to 02.11.2020 on actual reading basis after the lockdown.*

*On site inspection, it has been noticed that there is only one water connection installed in a three storeyed building and 06 members are residing.*

*All the bills have been generated on actual reading basis.*

*As per direction of Chief Executive Officer, Delhi Jal Board, vide letter No.PGC/2021/A.II/DJB/03/17541 dated 31.03.2021 given by*

*Member(PGC), in the technical report of E.E.(W)-I, it is stated that the technical staff found that consumer's water meter is in working condition and there is no issue with the water meter. There is no leakage in the DJB's pipeline or internal pipeline. Consumer has given in writing to Technical staff on 21.06.2021 in this regard.*

*As per M.I. report dated 25.06.2021, his water meter reading is 1333 kl. on this day. (photocopy of water meter enclosed).*

*All these facts has been informed to Nodal Officer, PGC, DJB, and the consumer also vide this office letter No.2877 to 2879 dated 15.02.2021. (copy of the same enclosed).*

*It is stated in the report by the ZRO(W)-I, DJB that "As per DJB's policy on 06.03.2021, no rebate can be given to the consumer."*

2.2 ZRO(W)-I, Delhi Jal Board, assured the complainant as well as the Commission that he would give the facility of paying the outstanding water bills in easy instalments to enable the complainant/consumer to clear his outstanding dues. He also assured that regular bills would be delivered to the consumer/complainant in future.

### **3. Directions :**

3.1 In view of the submissions made in the action taken report by the ZRO(W)-I, the case of the complainant stands disposed of in the Commission. ZRO(W)-I, Delhi Jal Board, GNCT of Delhi, is requested to give the facility of paying outstanding water bills in easy instalments to the complainant in order to enable him to clear all his outstanding dues. ZRO(W)-I, DJB, will also ensure that water bills are generated regularly and delivered timely to the complainant in future.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2021/A.II/DJB/03

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005.

3. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: [ee.blkuru1963@gmail.com](mailto:ee.blkuru1963@gmail.com)
4. Zonal Revenue Officer(W)-I, Delhi Jal Board, Govt.of NCT of Delhi, 9-Block, Subhash Nagar, New Delhi-110027.
5. Shri Triveni Nath.