

“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
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New 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: 20.07.2021

Complainant : Ms. Alpana Poddar.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh.Arun Kumar Kaushik,
ZRO(S)-III G.K.-I – Present.

Grievance No. : PGC/2020/A.II/DJB/10

1. Brief facts of the case

1.1 Ms. Alpana Poddar, complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by getting excess billing in respect of water meter K No. 6155051000. It is further stated by her that she has been living at N-86, Panchsheel Park, 2nd Floor, New Delhi since 2003 and used to pay bills. In 2016, they did not receive any bills from DJB for several months. They started getting sms with demands of overdues much more than what the average bill size. She wrote to DJB on 27.7.2016 requesting them to correct the bill. However, no action has been taken.

2. Facts emerged during the proceedings.

2.1 ZRO(S) III, G.K.-I of the respondent department filed an action taken report. It is stated in the report that *“The reply of ATR had already been given to the consumer vide office letter No.458 dated 10.11.2020. As per Delhi Jal Board norms, the water bill can be modified if the water meter is found fast/defective while testing the water meter in the Laboratory of*

Delhi Jal Board. So, the consumer is requested to get her water meter tested by making 50% payment of outstanding water charges bill + Rs.150/- as Meter Testing Fee against K.No.6155051000.”

2.2 The Commission notes that the complainant has not been appearing before the Commission with regard to her grievances. Further, the Commission is not satisfied with the submissions made by ZRO(S) III G.K.-I of the respondent department to get water meter testing by making 50% payment of outstanding water charges bill + Rs.150/- as Meter Testing Fee. Same stand has been taken by the respondent department in the action taken reports filed earlier. It is also relevant to mention that the respondent department has not taken into consideration the observations made by the Commission in its order dated 02.02.2021 while dealing with the case. It was the view of the Commission that it is ridiculous to ask the consumers to get water meter tested by making 50% payment of the outstanding water charges, as in the case of ***Rajiv Kaushik Vs. DJB***, the complainant had paid the total outstanding payment but later on the amount was refunded as the meter was found defective on checking/inspection. Such anomalies have also been seen in many other cases viz. ***Shubhangi Tuli Vs. DJB*** where the respondent department had issued an arbitrary and incorrect bill and later on it was rectified. Asking the consumers to go through this unjustified procedure of paying 50% outstanding water charges for getting the water meter tested is unjustified which would cause further harassment to them and also recovery of the said amount would be difficult in case it is found that there is no fault on the part of the consumer and also water meter is found defective after testing/inspection. Furthermore, there has not been any precedent where the respondent department has asked consumers to pay such 50% of outstanding amount before carrying out the meter testing.

3. Directions :

3.1 In view of the above observations, the case of the complainant stands disposed of in the Commission with the request to Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, to redress the grievances of the complainant expeditiously under intimation to the Commission as well as the complainant.

(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. Director(Revenue), Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005.
4. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: ee.blkuru1963@gmail.com
5. Zonal Revenue Officer(S)-III, Delhi Jal Board, GNCT of Delhi, Greater Kailash-I, New Delhi-110048.
6. Ms.Alpana Poddar.