

*"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-110110  
Tel Nos. 011-23379900-01 Fax No.011-23370903  
Website : [www.pgc.delhigovt.nic.in](http://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: 24.08.2021

Complainant : Sh. B.K. Somani.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh.Anil Kumar,  
Executive Engineer(West)-III

Shri Sanjay Kumar,  
Zonal Revenue Officer(West)-III,

Shri V.P. Sharma,  
Z.E.(West) – Present.

Grievance No. : PGC/2021/A.II/DJB/26

**1. Brief facts of the case**

1.1 Shri B.K. Somani has filed a grievance petition before Public Grievances Commission, for cancellation of bill due to non-supply of water through pipeline for last seven years at P-58, Hardev Singh, Vijay Vihar, Uttam Nagar, New Delhi. It is further stated in the grievance petition that the Delhi Jal Board raised the bill amounting to Rs.4013/- (Bill No.13806303731 dated 04.03.2021) for the winter season (Nov.2020 to 04.03.2021) which is absolutely wrong. Furthermore, no rebate has been given in the bill due to water supply of 700 Ltr. per day which is free. The whole bill reading upto 540 units (540 – 412 = 128) charged on 128 KL, water supplied in four months, is wrong.

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

2.1 Shri Sanjay Kumar, Zonal Revenue Officer(West)-III, Delhi Jal Board, GNCT of Delhi, filed an Action Taken Report. It is stated in the

report that *"The complainant had an objection on the bill dated 04.03.2021 amounting to Rs.4013/- w.e.f. 02.11.2020 to 04.03.2021 (128 units in 122 days). The case was examined thoroughly by the then ZRO, Shri Vijay Kumar and it was found that the bill in question was generated on actual consumption/meter reading basis. The same was communicated to the complainant vide letter No.DJB/ZRO(West)-III/P.V/2021/652 dated 26.07.2021."*

Copy of the communication dated 26.07.2021 to Shri B.K. Somani, Complainant, by Shri Vijay Kumar, Addl.ZRO(West)-III, Delhi Jal Board, has been furnished wherein it is stated that *"Bills are being generated on actual reading basis and benefit of 20 kl per month is given to all consumers irrespective of billing period of consumption is less than 20 kl per month."*

*As far as no water supply is concerned, Meter Inspector and Meter Reader have conducted survey and found that there is proper water supply in the street.*

*Engineering Wing also certified that in some short supply cases, tankers are provided in the Colony.*

*In view of the above facts, bill for the actual reading basis is correct and cannot be waived off."*

2.2 Upon query raised by the Commission as to why the bills are generated on average basis, it is stated and accepted by the Zonal Revenue Officer that due to some unforeseen circumstances viz. outbreak of COVID-19 Pandemic, such exercise was resorted to but later on the bill amount was adjusted according to actual meter reading.

2.3 The complainant is not present.

### **3. Directions :**

3.1 From the above submissions of the respondent department, it is apparent that the grievance of the complainant has been redressed. In case the complainant has any further grievance, he may approach the Commission within two (02) weeks failing which it will be presumed that the grievance stands redressed and the matter will be closed after two weeks i.e. on 06<sup>th</sup> September, 2021.

( SUDHIR YADAV )  
MEMBER(PGC)

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. Zonal Revenue Officer(West)-III, Delhi Jal Board, GNCT of Delhi, Paschim Vihar, New Delhi-110063.  
E mail: [zropaschimviharwz3@gmail.com](mailto:zropaschimviharwz3@gmail.com)
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> 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](mailto:ee.blkuru1963@gmail.com)
5. Shri B.K. Somani.