PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
Tel. No. 011-23379900, 23379901, 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 25.9.1997

Date of hearing: ~~20th August~~ 22nd Oct, 2026

Complainant : Shri Mohit Narang

Respondent : The Chief Executive Officer,
Delhi Jal Board

Through :

Grievance No. : PGC/2026/A-II/DJB/355

1. Brief Facts of the Case

The complainant has filed a grievance in the Commission against Delhi Jal Board regarding non-settlement of wrong water bills. He stated that his complaints/grievances are not being settled by Delhi Jal Board since 2021. He also stated that his average consumption from his previous Bill history from 2017 to 2019 was under 20 KL per month and now since the date of change of new meter, his average is also lower than 20 KL

2. Facts emerged during the hearing

2.1 The complainant is not present.

2.2 Neither an ATR has been filed nor any representative from Delhi Jal Board is present. As a result, today's proceedings in the Commission has become infructuous.

However, after the hearing was over, Shril Ketan Singh, Field Supervisor came in the Commission and submitted a copy of action taken report, stating that " a complaint is received in this office regarding correction of water bill against K.NO. 0259997456 in the name of Shri Subodh Kumar Gupta residing at H.No. 370 (Second Floor) Sant Nagar, East of Kailash, New Delhi-110065. In this regard, it is stated that the consumer's bill from 29.9.2020 to 13.03.2023 was generated on a provisional basis, according to Delhi Jal Board policy, using minimum average consumption which is 25 KL per month. Case has been re-examined by authority and case has been settled (bill attached) also inform to consumer."

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002

3. **Directions of PGC**

3.1 The complainant is directed to remain present in the next hearing.

3.2 The CEO (DJB) is directed to instruct the concerned official to remain present on time in the next hearing.

3.3 The next date of hearing in the case has been fixed for 10th December, 2026 at 2.30 p.m.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002

29/10

(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/DJB/349/ 11878-880 Dated : 3/11/26

1 The Chief Executive Officer, Delhi Jal Board, Room No. 306, 3rd Floor, Varunalaya Building, Phase II, Jhandewalan, Karol Bagh, New Delhi-110005

2 The ZRO-30 GK, Delhi Jal Board, Govt. of Delhi, Office of the Zonal Revenue Officer-30, Greater Kailash-I, New Delhi – 110048.

3 Shri Mohit Narang s/o Shri Laxmi Narang, H.No. 370, S.F. Sant Nagar, East of Kailalsh, New Delhi – 110065.