

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

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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.1997

Date of hearing: 14th October, 2026

Complainant : Shri Saibal Kanti Ghosh Roy

Respondent : The Chief Executive Officer,
Delhi Jal Board

Through :

Grievance No. : PGC/2026/A-II/DJB/548

1. Brief Facts of the Case

The complainant Shri Saibal Kanti Ghosh Roy has filed a grievance in the Commission regarding inflated & erroneous water bills due to non-updation of meter change particulars. He has requested for recasting of bills by withdrawing of all previous average bills. The reference K.Nos. are Ground Floor-9424691000, First Floor-0524691000 and Second Floor-1524691000. He stated that all water meters for the mentioned K.Nos. were replaced by Delhi Jal Board in December, 2022 by DJB but the meter change particulars were not updated till 2023. Despite the meters were working properly, Delhi Jal Board continued raising bills on an average basis since the meter changed. These average bills are inflated, arbitrary, and do not reflect actual reading and its consumption. The complainant has requested to resolve his long pending grievance.

2. Facts emerged during the hearing

2.1 Neither an action taken report has been filed nor any representative from the Delhi Jal Board is present. As a result, today's proceedings in the Commission has become infructuous. The Commission has taken a serious view for absence of the concerned officials.

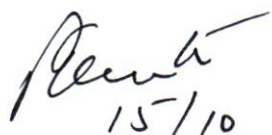
PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002

3. Directions of PGC

3.1 The Commission directs the Chief Executive Officer (Delhi Jal Board) to look into the reasons for absence of the concerned officials in today's hearing and ensure the presence of the concerned officials alongwith status report in the next hearing.

3.2 The next date of hearing in the case has been fixed for 3rd 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


15/10
(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/DJB/548/ 11222-225

Dated : 21/10/26

- 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 Zonal Engineer (M)-50, Delhi Jal Board, Govt. of NCT of Delhi, A-Block, Greater Kailash-1, New Delhi-110048.
- 3 The Technical Officer, PGC with the direction to upload the same on the web-site of PGC.
- 4 Shri Saibal Kanti Ghosh Roy, R/o G/1412, Chittaranjan Park, New Delhi-110019 (Mob. No. 9868283282).