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: 22nd October, 2026

Complainant	:	Smt. Neelam
Respondent	:	The Chief Executive Officer, Delhi Jal Board
		Through :
Grievance No.	:	PGC/2026/A-II/DJB/601

1. Brief Facts of the Case

The complainant has filed a grievance in the Commission against Delhi Jal Board for not taking action on the complaint submitted on 29.5.2026, generating a faulty meter reading and issuing a high water bill and not resolving a citien's grievance. She also stated that she requested the Delhi Jal Board to inspect her water meter on site and a correct bill be issued based on the actual reading. Despite this, till date no action has been taken by Delhi Jal Board in the matter.

2. Facts emerged during the hearing

2.1 The complainant is present.

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

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 CEO (DJB) to initiate an enquiry against the officials who have failed to attend the two consecutive hearings. Also, direct the concerned officials to remain present alongwith ATR in the next hearing.

3.2 The complainant's presence is exempted for further hearings in the Commission.

3.3 An ATR shall be filed in the next hearing scheduled 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/601/ 11901-903 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 Technical Officer, PGC with the direction to upload the same on the web-site of PGC.
3. Smt. Neelam wife of Late Shri Raj Kumar, Plot No. 9, Harijan Colony, Tihar Village, Samsaan Ghat Main Road, New Delhi – 110018. (Mob. No. 8586947627).