

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 25.9.97

Date of hearing: 01.10.2026

Complainant : Sh. Pranav Tripathi
Respondent : Chief Executive Officer
Delhi Jal Board
Grievance No. : PGC/2026/A-II/DJB/627

1. Brief facts of the complaint

Sh. Pranav Tripathi has filed a grievance in PGC regarding arbitrary billing, violation of the Delhi Water & Sewer (Tariff and Metering) Regulations, 2012, failure to maintain mandatory billing records and repeated closure of grievances without proper investigation – K No. 7096580000

2. Proceedings in the Public Grievances Commission

The PGC has convened second hearing in the matter on 01.10.2026 wherein the following were present :

Complainant : Present
Respondent : Ms Varsha, AZRO
Sh. Narender Kumar, ASO,
Delhi Jal Board

3. Relevant facts that emerged during the hearing :

3.1 Ms Varsha, AZRO, Delhi Jal Board was present in the hearing and submitted a status report stating that :

"With reference to the directions of the Hon'ble Member of PGC, the matter has been examined thoroughly from the records available in the R.M.S. of DJB as well as through site verification.

1. In this regard, it is informed that the site has been inspected and the bills pertaining to both water connections have been examined. It has been found that both bills are generated on the basis of actual meter readings. The meter reading has also been verified at site by the concerned meter inspector, and the photographs/images of the meters taken during the site inspection are enclosed herewith for ready reference.

2. Further, the reading history available in the RMS Records in respect of both the connections has also been examined. It is found that the bills are being generated as per the actual meter readings and it is found that both bills are in order and as per actual reading images available in RMS. (Photo Attached)

In view of the above, the report is submitted for kind information and further necessary consideration/directions of the Hon'ble Member of PGC.

Submitted please."

3.2 The complainant present in the hearing was not satisfied with the status report filed by the department and submitted that the disputed bills rely on unauthenticated, unverified data, allowing meter readers to manipulate consumption and is not on actual reading of the meters. He further submitted that the DJB's Citizen Charter mandates that all billing must occur through GPS-enabled tablets capturing precise coordinates and photographs, which are not available.

3.3 Complainant was advised to submit his contentions in writing alongwith supporting documents. On 05.10.2026 the complainant has submitted a fresh representation detailing his grievances with all supporting documents. A copy of the same is attached with this order for information and necessary action.

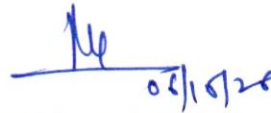
4. Recommendations of the Commission

4.1 ZRO(NW-III), Ashok Vihar, Delhi Jal Board is advised to take note of para 3.2 & 3.3 above, take necessary action in the matter to resolve the grievance of

the complainant, as per Rules and remain personally present in the Commission on the next date of hearing alongwith an Action Taken Report.

4.2 Chief Executive Officer, Delhi Jal Board is advised to take note of para 3.2 & 3.3 above and ensure that necessary action in the matter is taken by the concerned officers and an Action Taken Report is submitted in the Commission on the next date of hearing.

5. Next Date of Hearing : 04.11.2026 at 11.30 A.M


(R.P. UPADHYAYA), IPS (RETD.)
MEMBER

PGC/2026/A-II/DJB/627/ 10597-599

Dated : 7/10/26

To:

1. Chief Executive Officer, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya, Jhandewalan, New Delhi – 110005
2. Zonal Revenue Officer (NW-III), Ashok Vihar, DJB Office Complex, Near Ashoka Garden, Ashok Vihar, Delhi – 110052

Copy for information to :

Shri Pranav Tripathi, WP-196/A, Pitam Pura, Delhi - 110034