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 25.9.97

Date of hearing: 27.10.2026

Complainant	:	Sh. Rambeer Singh
Respondent	:	Chief Executive Officer Delhi Jal Board
Grievance No.	:	PGC/2026/A-II/DJB/633

1. Brief facts of the complaint

Sh. Rambeer Singh has filed a grievance in PGC regarding wrong billing from Delhi Jal Board for K.No. 5202557281 installed at D-107 Sector-I, JJ Colony, Dwarka, New Delhi – 110075

2. Proceedings in the Public Grievances Commission

The PGC has convened second hearing in the matter on 27.10.2026 wherein the following were present :

Complainant	:	Present
Respondent	:	Sh. Narender Kumar, ZRO Sh. Arvind Kumar, ASO Delhi Jal Board

3. Relevant facts that emerged during the hearing :

3.1 Shri Narender Kumar ZRO SW-I was present in the hearing and submitted copy of Bills from 01.01.2026 to till date and Details of bills w.e.f. 22.11.2019 to 23.12.2025, as desired by the Commission vide orders of the last hearing held on 22.09.2026.

3.2 Complainant present in the hearing informed that his water connection was issued by the DJB in September, 2016 and he is getting inflated bills. He further informed that on 05.01.2019 he has submitted a letter in ZRO office informing that he is getting wrong bills and the same be rectified. But till date no response from

the department is received. A copy of the said letter is attached with this order for necessary action.

3.3 ZRO present in the hearing requested the Commission to direct the complainant to meet him in his office and he will put all possible efforts to resolve the grievance of the complainant.

3.4 Commission would further like to know from the ZRO :

(i) Date of installation of connection of the complainant

(ii) How bills were generated from 2016 to 2019

(iii) Action taken by the department on the request of the complainant dated 05.01.2019.

4. Recommendations of the Commission

4.1 ZRO, (C)-26, Delhi Jal Board is advised to take note of para 3 above, take necessary action in the matter and remain personally present in the Commission on the next date of hearing.

4.2 Chief Executive Officer, Delhi Jal Board is advised to ensure that necessary action in the matter is taken by the concerned officer and an Action Taken Report is submitted in the Commission on the next date of hearing.

4.3 Complainant is directed to visit the O/o ZRO concerned alongwith all relevant documents to get the resolution of his grievance.

5. Next Date of Hearing : 03.12.2026 at 11.30 A.M.

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

PGC/2026/A-II/DJB/633/ 11751-753 Dated : 2/11/26

To:

1. Chief Executive Officer, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya, Jhandewalan, Delhi – 110005

2. Zonal Revenue Officer, (C)-26, Delhi Jal Board, Kakrola More, Dwarka, New Delhi - 110075

Copy for information to :

Sh. Rambeer Singh, D-107, Sector-I, JJ Colony, Dwarka, New Delhi – 110075