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: 22.10.2026

Complainant	:	Smt. Sampati Devi
Respondent	:	Chief Executive Officer Delhi Jal Board
Grievance No.	:	PGC/2026/A-II/DJB/661

1. Brief facts of the complaint

Smt. Sampati Devi has filed a grievance in PGC regarding arbitrary billing without meter reading (K.No. 1903330255) by officials of Delhi Jal Board at her residence C-212, New Ashok Nagar, Delhi – 110096.

2. Proceedings in the Public Grievances Commission

The PGC has convened first hearing in the matter on 22.10.2026 wherein the following were present :

Complainant	:	Present
Respondent	:	Absent

Neither anyone was present from Delhi Jal Board nor any status report was submitted. This has been viewed adversely by the Commission and displeasure of the Commission is conveyed to the Chief Executive Officer, Delhi Jal Board.

3. Recommendations of the Commission

3.1 ZRO(Mayur Vihar), Delhi Jal Board is advised to take note of para 2 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.

3.2 Director (Finance), Delhi Jal Board is advised to direct the concerned officers to take necessary action in the matter, to resolve the grievance of the complainant and submit an Action Taken Report in the Commission on the next date of hearing.

3.3 Chief Executive Officer, Delhi Jal Board is advised to take note of para 2 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** : 18.11.2026 at 11.30 A.M

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

PGC/2026/A-II/DJB/627/ 1557-560 Dated : 28/10/26

To:

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

2. Director (Finance), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya, Jhandewalan, New Delhi – 110005

3. Zonal Revenue Officer, Mayur Vihar, Over Head Tank, Delhi Jal Board, Mayur Vihar, Delhi - 110091

Copy for information to :

Smt. Sampati Devi, C-212, New Ashok Nagar, Delhi - 110096