

CENTRAL INFORMATION COMMISSION

(Room No.315, B-Wing, August Kranti Bhawan, Bhikaji Cama Place, New Delhi 110 066)

Prof. M. Sridhar Acharyulu (Madabhushi Sridhar)

Information Commissioner

CIC/SA/A/2015/000151

H.K.Sehgal vs. Delhi Jal Board

Important Dates and time taken:

| | | |
|-------------------------|-----------------------|-----------------------------|
| RTI:5-11-14/1-12-14(26) | FA:8-12-14/6-1-15(29) | Hearing: 27.5.2015 |
| SA: 30-1-2015 | Disposed of | Decision: 29-05-2015 |
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Parties Present:

The appellant is present. The Public Authority was represented by G.Dayal, R.S.Godbole and Shiv Prasad.

FACTS:

2. Appellant through his RTI application had sought for information regarding the billing details of water connections mentioned in his RTI application. He wanted to know the current meter reading, previous water reading, number of days for current water connection and number of units of water consumed, etc. PIO enclosed the information sought by the

appellant. Being unsatisfied, appellant filed first appeal. FAA directed the PIO to provide information with respect to point no. viii, ix and x within 20 days. Claiming non-compliance, appellant has approached Commission.

DECISION:

3. Both the parties made their submissions. The appellant submitted that the respondent authority has failed to provide him the information requested through his RTI application. On the other hand, the respondent officers have come up with a set of papers containing information sought by the appellant, a copy of which was presented to the appellant during hearing. The appellant having satisfied with the information, expressed his grievance that the respondent authority does not care to get the water bills delivered properly to the consumers, with the result, they are landing themselves with huge accumulated amount to be paid to the DJB. The Commission having heard the submissions and perused the record, directed the respondent authority to evolve an online grievance redressal mechanism and redress the same within 25 days. The Commission also advises the Public Authority to take mobile number and e-mail ID of the consumers, so that they can communicate about the dues, payments, non-payments, etc. through SMS or e-mail. With these directions, the Commission disposes of the appeal.

(M Sridhar Acharyulu)
Information Commissioner

Authenticated true copy

(Babu Lal)
Deputy Registrar

Address of parties

- 1 . The CPIO under the RTI Act, Govt. of Delhi
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Preet Vihar, Delhi

- 2 . Dr.H.K.Sehgal
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