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* **IN THE HIGH COURT OF DELHI AT NEW DELHI**

% **Date of Decision: 08th October, 2025**

+ W.P.(C) 15368/2025 & CM APPL. 63018/2025

BASANT VERMA

.....Petitioner

Through: Mr. Akshay Bandori and Ms. Shriya
Gilhotra, Advs.

versus

DELHI JAL BOARD (DJB), THROUGH ITS CHIEF EXECUTIVE
OFFICER & ANR.Respondents

Through: Ms. Malvi Balyan, Adv. on behalf of
Ms. Sangeeta Bharti, SC for DJB

CORAM:

HON'BLE MS. JUSTICE MINI PUSHKARNA

MINI PUSHKARNA, J (ORAL):

1. The present writ petition has been filed seeking directions to the respondent-Delhi Jal Board ("DJB"), to rectify the water charges/penalties pertaining to the water meter of the petitioner, i.e., *K. No. 9193641000*, in respect of the property bearing *No. H-6, Ground Floor, Green Park, New Delhi-110016*.
2. Learned counsel appearing for the petitioner submits that petitioner is a widow aged 90 years and has been coerced to run from pillar to post for correcting an error on part of the respondents, leading to an unjustified demand being raised in her water bill, for water connection bearing *K. No. 9193641000*.
3. It is submitted that the aforesaid property had remained vacant from 10th August, 2017 to 18th November, 2021. Despite zero consumption, respondent-DJB continued to raise bills, leading to an exorbitant demand in the form of water bill. As on 29th July, 2025, the petitioner has been



burdened with an exorbitant bill of Rs. 10,06,830/-.

4. It is submitted that the petitioner had earlier applied for deletion/rectification on 27th September, 2024. Upon enquiry, the case of the petitioner was found meritorious and it was proposed that a sum of Rs. 5,41,860/-, later revised to Rs. 5,24,449/-, be reduced from the bill raised against the petitioner.

5. Attention of this Court has been drawn to the Office Noting made on behalf of the DJB, as attached with the present petition by the petitioner, received through Right to Information Act, 2005 ("RTI Act"), which is reproduced as under:

Subject: Case for deletion on a/c of bills raised on 'vacant property' in a/c KNO. 9193641000.

Reference: G1/N-CB/N.

1. Consumer details: SH. Mohan Lal Verma R/o H-6, Green Park, Delhi [KNO. 9193641000, Cas-II]. The consumer request letter available at 12/C with ZRO office diary no.237 dated 23/01/2024.

2. Examination/facts of case: -

a) Disputed period proposed is from 10/06/2017 TO 10/11/2021. Bills for the disputed period were raised on STP/UNMT status & Office Estimator Regular basis with an average of 40.95 KLFPM having no pictures of meter in RMS for the said period (20/C-21/C).

b) Currently, bills are being raised on OK status and Regular basis. Also, meter pictures are available in RMS for this period.

c) As per RMS, on last occasion, consumer made the payment of Rs. 40,000/- on 17/04/2024 (02/C-03/C).

3. In the matter certain queries were raised at 04/N to which ZRO concerned has replied (at 05/N). In the reply, ZRO concerned has submitted that (i) Sh. Mohan Lal Verma, the previous owner had sold the property to Smt. Basant Verma who however has not made mutation of the water bill so far (property documents provided are placed at 29/C to 46/C), (ii) the said water connection is installed at ground floor, & (iii) electricity statement duly signed by BSES in original provided.

4. Further, ZRO concerned has provided (51/C) certain details also relevant to the case such as (i) during the disputed period the a/c was running under category-II (ii) this connection is allotted under category-II & (iii) 'clinic' has been mentioned in response to nature of activity.

5. As per electricity statement provided (48/C-50/C), consumption details are as under:

Sl No.	Month	Consumption
1	August, 2017 to May, 2021	
2	June, 2021	
3	July, 2021	
4	August, 2021	
5	September, 2021	
6	October, 2021	
7	November, 2021	

Since, there is significant consumption for the period from Aug. 2021 to Oct, 2021, hence, volumetric & sewerage charges amounting to Rs. 3,331/- is now proposed to be included in the demand raised (53/C). The service charges for the whole of the disputed period has already been separately calculated and submitted at 54/C.



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6. In view of the facts cited above reg. imposition for the disputed period an of average @ 40.95 KLPM whereas as per electricity consumption details it emerges that the property was for the most of the said period was vacant, the case merits consideration.
7. ZRO (R.K Puram) and SE(M)-10 has proposed & recommended respectively for deletion as per financial details given below. Also, there is modification in the demand due which is proposed by HQ as under:

Proposal by ZRO	Amount	Proposal by HQ	Amount
Principal	Rs. 2,33,020/-	Principal	Rs. 2,33,020/-
LPSC	Rs. 3,25,233/-	LPSC	Rs. 3,25,233/-
Demand due	Rs. (-) 16,393/-	Demand Due (i) Service charge (ii) Vol. ch + sew. ch. (vide para-05 above)	Rs. (-) 30412.80 Rs. (-) 3331.06
Total Deletion Amount	Rs. 5,41,860/-	Total Deletion Amount	Rs. 5,24,449/-

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Accordingly, the case may be submitted before Director (Rev.) for considering approval for deletion of total amount of Rs. 5,24,449/- on merit based on documents/facts on record being Competent Authority in cases above Rs. 2 Lacs.

Submitted Please.

ZRO-HQ (B&M)

12/10/2025
(Kapil Kumar)
Sr. Asstt. (B&M)

- By Dr. R.K. HQ (1) From which date this connection converted in Cat-II? Not mention by concerned ZRO in his reply at pg 51/
- (2) Why the calculation sheet is not verified and signed by dealing hand ZRO (HQ) B&M? Kindly verify calculation sheet.
- (3) Please mention the period from which date to which date we calculate the demand.

Dr. R.K. HQ
17/11/26

ZRO (HQ) B&M.

6. Perusal of the aforesaid Office Noting shows that it has already been recommended by the concerned official of DJB with regard to reduction of amount of Rs. 5,24,449/-, from the total bill of the petitioner.
7. Responding to the present writ petition, learned counsel appearing for



the DJB submits that she is yet to receive any instructions in this regard.

8. Having heard hearing counsel appearing for the parties and considering the fact that the DJB itself had recommended reduction of certain amount from the bill raised against the petitioner, it is directed that the DJB shall consider its proposal with respect to reduction of the aforesaid amount of Rs. 5,24,449/- from the total water bill of the petitioner, on account of its earlier Report, as reproduced hereinabove.

9. The DJB is directed to make fresh calculation and raise a fresh bill upon the petitioner, with respect to the water charges for the premises in question.

10. Let the needful be done by the DJB, within a period of six weeks, from today.

11. In case need be, the concerned official of the DJB shall also call the petitioner for personal hearing.

12. In case any documents are required to be submitted by the petitioner, the petitioner shall duly submit the requisite documents before the concerned official of the DJB, as and when, so called upon.

13. With the aforesaid directions, the present writ petition, along with the pending application, stands disposed of.

MINI PUSHKARNA, J

OCTOBER 8, 2025/KR