

PUBLIC GRIEVANCES COMMISSION

GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing 23-04-2014

Complainant : Shri B.G. Sarkar, H.NO. 81/83, M-Block, Dharampura Colony, Najafgarh, New Delhi-110043
Telephone No.

Respondent : **Special Commissioner of Police (Vigilance), Delhi Police, Delhi Police Hqrs. I.P. Estate, New Delhi.**
Telephone No:

Grievance No. : PGC/2014/DP/1233
Grievance filed on : 05-02-2014
First hearing in the PGC : 23-04-2014
Scheduled on

1. Brief facts of the complaint

The complainant has alleged that he lodged a complaint against his landlord in the police station but no action was taken by the local police. He has stated that the landlord disconnected his water and electricity connection on 27-05-2013 and also quarreled and abused him on 22-06-2013. He also misbehaved with the ladies of the house. A complaint was lodged with PCR and the Najafgarh Police Station but no action was taken by the police on the ground that the police will not interfere in landlord tenant dispute. The complainant has stated that since he was from West Bengal, the land lord was able to influence the local police and therefore no action was taken by the police on his complaints. As such, the police had failed to secure the persons coming from outside Delhi and taking premises on rent. He requested for necessary action in the matter.

2. Proceedings in the Public Grievances Commission

The PGC convened its first hearing on the complaint on 12.3.2014 and the second hearing on 23-04-2014. At the latest hearing, the following were present:-

Complainant : Present
Respondent : ACP Rishi Dev/PG Cell/SW
Insp. Anil Kumar /SHO Najafgarh

2. **Relevant facts emerging during the hearing**

An ATR has been filed by the Addl. DCP (SW District) stating that:-

“An enquiry into the matter was got conducted through ACP/PG Cell with revealed that there was a dispute between the landlord and tenant over vacating the rented property. The electricity connection was disconnected by BSES authorities for non-payment of dues by the landlord. There was no water connection installed in the property. The complainant had also filed a civil suit in Court but later on the complainant has settled his issue with the landlord and vacated the rented premises”. (A copy of the ATR has been given to the complainant.)

SHO, Najafgarh is present and stated that it was incorrect that the police did not act on the complaint of the complainant/his family members at all. The fact is that criminal cases were registered on the complaint of complainant's daughter by the police.

4. **Directions of PGC**

The Commission observed that although the matter has been settled between the landlord and tenant, however, it is imperative on the part of the police to intervene in such matters and take action against the landlords if they use strong arm tactics to get the rented premises vacated, except with due process of law.

Necessary instructions shall be issued by the Deputy Commissioner (S/W) to all the police stations that in cases where the landlords are using strong arm tactics to get the house vacated and by disconnecting the water and electricity connections, necessary action including preventive action shall be taken in such matters by the police, so as to avoid inconvenience /harassment to the tenants in future. A copy of the Circular issued shall be forwarded to the Commission by the Deputy Commissioner of Police (S/W).

With the above advice, the Commission has decided to close the case.

o/c

Shantika

(S.K. Jain)
Member (Wholetime)

Copy to:

5992-5996

13/5/14

1. Special Commissioner of Police (Vigilance), Delhi Police, Delhi Police Headquarters, I.P. Estate, New Delhi
2. Additional Commissioner (Vigilance), Delhi Police, PS Barakhambha Road, Connaught Place, New Delhi
3. The Deputy Commissioner of Police (District South West), Sector-19, Dwarka, New Dehli-110075
4. Shri Bhanu Sarkar, H.NO. 81/83, M-Block, Dharampura Colony, Najafgarh, New Delhi-110043
5. PPS to Member (whole time), PGC