

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: 19th March, 2018

Complainant : **Smt. Santosh Gupta,**
Respondent : **Deputy Commissioner,**
Shahadara North Zone,
East Delhi Municipal Corporation,
Near Shyam Lal College, Shahadara,
Delhi -110032
Grievance No. : PGC/2014/MCD/1795
Grievance filed on : 11.11.2014
First hearing in the PGC,
Scheduled on : 20.01.2015

1. Brief facts of the complaint

Smt. Santosh Gupta filed a grievance in the Commission on 11.11.2014, alleging that her neighbor, Sh. Nitin Das undertaken unauthorized construction at Flat No. Z-II, 567, Welcome, Kabuter Market, Seelampur-III, Delhi for the last 10 months which has resulted in seepage and cracks in her room and kitchen. She has made number of complaints but no action has been taken by EDMC. She has requested to take legal action in the matter.

2. Proceedings in the Public Grievances Commission

The PGC has convened fifteen hearings in the matter and at the last hearing held on 19th March, 2018 the following were present

Complainant : Present

Respondent : Absent

3. Relevant facts emerging during the hearing

3.1 At the last hearing held on 05.09.2017, the directions of PGC were as follows :

The Deputy Commissioner (shahadara North Zone), East DMC shall take note of the Commission's directions in para 3.4 of this hearing order (viz. The Deputy Commissioner (Shahadara North Zone), East DMC is directed to assign the case to a good lawyer and brief him well to argue the case pointing out the irregularities indulged in by the appellant before the Hon'ble Court and also point out the harm being caused to the neighbor. The complainant is advised to become a party before the Appellate Tribunal, MCD and bring all the facts of the case before the Hon'ble Court) for compliance and ensure submission of an action taken report in this regard, before the Commission in the next hearing, through a senior representative.

3.2 *During the hearing on 19.03.2018 neither any one is present from the Shahadara North Zone nor any status report is submitted.*

4. Directions of the PGC

Deputy Commissioner (Shahadara North Zone), EDMC is advised to comply with the directions of the Commission issued vide order dated 5th September, 2017. As the matter is pending at ATMCD, no further action is desirable on the part of this Commission, the case is closed at the level of PGC.

**(SUDHIR YADAV)
Member (PGC)**

Copy to:

- 1 Commissioner, East DMC, Udyog Sadan, Plot No. 419, F.I.E., Patparganj Industrial Area, Delhi- 110092.
- 2 Deputy Commissioner (Shahadara North Zone), Nigam Bhawan, Keshav Chowk, Near Shyam Lal College, Shahadara, Delhi – 110032.
- 3 Ex. Engineer (Bldg.), Shahadara North Zone, EDMC, 1st floor, Zonal Office, Keshav Chowk, GT Road, Shahadara, Delhi – 110032
- 4 Smt. Santosh Gupta