

**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](http://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: 18<sup>th</sup> April, 2018

Complainant : Female Staff of PGC,  
&  
Sh. Anil Kumar Mathur

Respondent : Deputy Commissioner (Central Zone),  
South DMC, Near Jal Sadan,  
Shiv Mandir Marg, Lajpat Nagar,  
New Delhi - 110024

Grievance No. : PGC/2016/MCD/94  
Grievance filed on : 11.07.2016  
First hearing in the PGC, : 02.08.2016  
Scheduled on

**1. Brief facts of the complaint**

The female staff of PGC filed a grievance case in PGC on 11.07.2016 regarding chaotic conditions outside Vikas Bhawan, IP Estate, New Delhi.

**2. Proceedings in the Public Grievances Commission**

The PGC has convened seven hearings in the case since 02.08.2016 and in the last hearing held on 18.04.2018 the following were present :

Complainant : Present

Respondent : Ms Payal, BYPL  
Sh. Vijay Singh, BYPL  
Sh. C.S. Mangla, AE, SDMC  
Sh. S.P.Sengar, L.I.  
ASI Kunwarjeet Singh

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

3.1 At the last hearing held on 14<sup>th</sup> Mar. 2018, the directions of PGC were as follows :

Deputy Commissioner, Central Zone, SDMC is advised to remove all the unauthorized encroachment under occupation and submit an Action Taken Report on the next date of

hearing. Sh. Sunil, R.C., Central Zone, SDMC assures that the same shall be cleared within 15 days.

DCP (Traffic) is advised to post one Constable of traffic police at the stretch of Azad Bhawan to Hans Bhawan to stop the parking of vehicles in no parking zone initially for 15 days. Further he is advised to make necessary arrangements to stop the entry of vehicles in the bye lane adjacent to Hans Bhawan from Bahadur shah Zafar Marg as the same is designated as one way lane and submit a report on the next date of hearing.

SHO/ IP Estate is advised to ensure the removal of encroachment in the area and submit a report on the next date of hearing.

Executive Engineer, PWD is advised to visit the area and provide proper signages, wherever needed.

Head customer Care, BYPL is advised to check the area under reference for proper lighting and if additional lights are needed the same may be installed on the other side of the road.

An Action Taken Report may be submitted by all concerned.

3.2 During the hearing on 18.04.2018 Ms Payal Mahajan is present from BYPL and submitted a report stating that

In this regard, we would like to inform you that as on date all the street light points are functional on Hans Bhawan road behind Vikas Bhawan ITO. Regular patrolling is being done in the evening hours on the same road to check the functioning of street lights.

As regarding installation of new additional street light poles on dark stretches in the area, it is submitted that VBSES Yamuna Power Ltd. only maintains / repairs the existing road lights and street lights installed by the road owning agency PWD/MCD. It is therefore, requested to kindly contact the road owning agency i.e. South MCD for installation of new additional street light poles.

3.3 During the hearing on 18.04.2018 a report has been submitted by the Admn. Officer, Central Zone stating that actions for removal of temporary encroachments in the area of PGC office, ITO, Vikas Bhawan, Hand Bhawan and surrounding areas were taken in the past and recently on 17.04.2018 with police force. During the action, whatever temporary

encroachments observed were removed. Letter has been sent to the concerned police authorities for prevention of re-encroachment. Such actions shall be taken in future also on regular intervals. The photographs taken during the action are enclosed herewith.

3.4 A status report has also been filed by Traffic Inspector, Darya Ganj Circle stating that :

In compliance of directions given by Hon'ble PGC in grievance No. PGC/2016/MCD/60 respectively, regular action is being taken against improper and obstructive parking to ensure one side traffic from Azad Bhawan to Hans Bhawan, IP Estate, Daryaganj/ A staff of One Head Constable and one Constable has been deployed at this place.

As per directions of Hon'ble PGC which was issued on 23.10.2017, intensive patrolling is being conducted by Traffic staff and prosecution against obstructive / improper parking from Azad Bhawan to Hans Bhawan and one way violation along Hans Bhawan is carried out regularly. A Zonal officer along with staff has been separately deployed to prosecute and remove the vehicles parked improperly and ensure one side parking along the stretch from Azad Bhawan to Hans Bhawan. One crane has also been deployed to remove and tow away improperly and obstructively parked vehicles on this road.

It is further stated that a special drive has been conducted against such violation by Traffic staff from 03.04.2018 to 17.04.2018 in which total 14 vehicles have been prosecuted by the traffic police for improper parking at outside the Vikas Bhawan, IP Estate. In addition to this 07 vehicles have been towed away with the help of Crane and 45 notices were pasted on vehicles for obstructively / improper parking for the period mentioned above. Total 04 vehicles have been prosecuted for one way violation from 03.04.2018 to 17.04.2018. A total of 20 "No parking and one way" sign boards have been installed in the subject area as per previous directions of Hon'ble PGC.

Best efforts are being made continuously to prosecute the improper and obstructively parked vehicles in order to ensure one side and smooth flow of traffic on this road.

#### **4. Directions of the PGC**

No visible action seems to be taken by any agency. Neither encroachment has been removed by Licensing Department of MCD nor stretch has been made clear for smooth traffic flow by Police. Only customary action has been taken by local police. A constant watch is required by all concerned.

Therefore, all the agencies concerned with the matter are directed to take immediate appropriate necessary actions in the matter and submit a report to this Commission.

With the above directions in the matter the case stands closed at the level of PGC as of now.

(SUDHIR YADAV)  
Member (PGC)

Copy to:

1. Commissioner, South DMC, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi
2. Deputy Commissioner (Central Zone), South DMC, Near Jal Sadan, Shiv Mandir Marg, Lajpat Nagar, New Delhi – 110024
3. DCP/Central District, Darya Ganj, New Delhi
4. DCP/ Traffic, Central Range, Darya Ganj, New Delhi
5. Executive Engineer (C&ND) Roads (Old M-413), PWD, Govt. of NCT of Delhi, Bhairon Road, T.Junction, Ring road, Near Pragati Power Station, New Delhi
6. Executive Engineer (Maintenance), Central zone, SDMC, Near Jal Sadan, Shiv Mandir Marg, Lajpat Nagar, New Delhi
7. Head, Customer Care, BYPL, Shakti Kiran Bullding, Near Karkardooma Court, New Delhi
8. SHO/P.S. IP Estate, New Delhi
9. Female State of PGC