

**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: 3<sup>rd</sup> July, 2018

Complainant : Sh. Ajay Goel,  
Respondent : Deputy Commissioner (Karol  
Bagh Zone), North DMC  
Grievance No. : PGC/2016/MCD/103

**1. Brief facts of the complaint**

Sh. Ajay Goel filed a grievance in PGC on 01.08.2016 stating that he filed many complaints in MCD regarding illegal building material godown in residential area of Mansarovar Garden, New Delhi – 110015. The presence of above illegal godowns are creating a huge nuisance for the residents of the area as the residential area and colony roads are always occupied with heavy trucks, labour, small commercial vehicles etc. The complainant has requested the Commission to take necessary action in the matter.

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

The PGC has convened eight hearings in the matter since 27.09.2016 and at the last hearing held on 12<sup>th</sup> June, 2018 the following were present:

Complainant : Present

Respondent : Shri J.B.Meena, AE (B)

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

3.1 Shri J.B.Meena, Asstt. Engineer (B) is present in the hearing and submitted a status report in compliance of the orders of the Commission stating that all the sixteen properties are in a

notified mixed use street. By virtue of the road being a notified mixed use street, properties abutting it could be used for commercial purposes in the basement and the ground floor for offices and retail shops as per the provisions envisaged in section 15.6 of the MPD-2021. As the road is having width of 24 m therefore, other activities can also be taken up in the basement and above floors as per the provisions as per section 15.7 subject to the payment of requisite charges for conversion, parking, additional FAR etc. Retail shop, as per the definition in the MPD 2021, is premises for sale of commodities directly to consumer with necessary storage. Seemingly it is the same thing as being taken up in the area / properties.

3.2 As per the report submitted by the Building Department, Karol Bagh Zone no illegal activity is being carried out in the area except in two properties where a play school is running and car washing activities are being carried out, which are not allowed. Action under necessary provisions of law are being initiated against these properties.

3.3 The complainant is alleging nuisance caused in the area as colony roads are always occupied with heavy trucks, labour, small commercial vehicles used to ferry building material to customers etc.

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

**Taking cognizance of the report submitted by Building Department, Karol Bagh Zone, the activities being carried out in the properties under complaint are permissible in the area of Mixed Land use, except in two cases where action is being initiated by the department, hence no further action is made out at the part of Building Department, Karol Bagh Zone.**

**As regards the issue raised by the complainant regarding nuisance in the area as colony roads are always occupied with heavy trucks, labour, small commercial**

**vehicles etc., SHO, P.S. Kirti Nagar is directed to take note of the problems of the area residents and take necessary action as per rules.**

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

(SUDHIR YADAV)  
Member (PGC)

Copy to:

1. Commissioner, North DMC, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi – 110002
2. Deputy Commissioner (Karol Bagh Zone), North DMC, Near Khalsa College, Anand Parvat, New Delhi - 110005
3. Executive Engineer (Building), Karol Bagh Zone, North DMC, Near Khalsa College, Anand Parvat, New Delhi – 110005
4. SHO, P.S. Kirti Nagar, New Delhi - 110015
5. Sh. J.B. Meena, AE (B), Karol Bagh Zone, North DMC, Near Khalsa College, Anand Parvat. New Delhi - 110005
6. Sh. Ajay Goel