

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR
dated 25.9.97

Date of hearing: 20th Feb., 2019

Complainant : Ms Mukti Jaswani
Respondent : Deputy Commissioner,
Central Zone, SDMC
Grievance No. : PGC/2018/MCD/53

1. Brief facts of the complaint

Ms Mukti jaswani has filed a grievance in PGC against an illegal, unlicensed Kabari shop located at the Ground floor of H.No. A-9, Double Storey, Lajpat Nagar, New Delhi – 110024.

2. Proceedings in the Public Grievances Commission

The PGC has convened three hearings in the matter so far and in the hearing held on 20.02.2019 , the following are present:

Complainant : Present

Respondent : Sh. Anurag Saxena, AE(M-I)

3. Relevant facts emerging during the hearing

3.1 Sh. Anurag Saxena, AE(M-I) is present in the hearing and submitted a Status Report stating that a joint encroachment removal action was carried out and during the encroachment removal action, the temporary shed erected by the owner / occupier of the H.No. A-9 Old Double Storey, Amar Colony, Lajpat Nagar-IV was removed and the shaft area / common toilet portion of Block – 9 adjoining to H.No. A-9 (which was occupied by the Kabariwala wala) was got vacated and the entry to the same was closed by fixing the steel wire fabric / iron grills.

3.2 The complainant present in the hearing acknowledged the work done by the department and conveyed his thanks but at the

same time requested to replace the fixed grill with a gate which can be opened for maintenance and upkeep of pipelines etc.

He further informed that a handicapped person who was working with Kabariwala is still there, is creating nuisance against the residents and leveling false allegations against them.

To this he was advised that the residents of the locality should take up the matter with local police

4. Directions of the PGC :

4.1 Since the necessary action has been taken as far as encroachment is concerned, Sh. Anurag Saxena, AE (M) in consultation with residents of the area may ensure that a proper grill gate is provided in the common passage replacing the fixed grill so that the encroachment does not take place again.

4.2 SHO P.S. Amar Colony may hear the grievance of the residents and take necessary action for the nuisance, if any, caused by the alleged kabariwala or his employees.

With the above directions the matter stands closed at the level of this Commission.

(ASHOK KUMAR)
CHAIRMAN

No. PGC/2018/MCD/53/

Dated:

Copy to:

1. Asst. Commissioner, Central Zone, SDMC, Near Jal Sadan, Shiv Mandir Marg, Lajpat Nagar, New Delhi – 110024
2. Sh. Anurag Saxena, AE(M), Central Zone, SDMC, Varun Marg, Defence Colony, New Delhi-110024
3. SHO, P.S. Amar Colony, Lajpat nagar, New Delhi – 110024
4. Ms Mukti Jaswani