

**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: 9<sup>th</sup> Oct., 2019

Complainant : Smt. Vishnu Devi  
Respondent : Deputy Commissioner  
(Central Zone)  
Grievance No. : PGC/2019/MCD/53

**1. Brief facts of the complaint**

Smt. Vishnu Devi has filed a grievance regarding construction of illegal two storey toilet adjacent to the wall of her house by Sh. Nemchand in connivance with MCD officials.

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

The PGC has convened two hearings in the case so far and in the hearing held on 09.10.2019 the following are present :

Complainant : Absent.  
Respondent : Shri R.P. Singh, JE(B)-I/CNZ

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

3.1 Shri R.P. Singh, JE(B)-I, CNZ of the respondent department filed a report stating that in order to ascertain factual position about grievance of the complainant, site was inspected. During inspection, neither any construction activity nor any building material was found at the site. Existing construction of the property is quite old.

3.2 It was learnt that the toilets have been constructed in the private land belonging to the owner and no action can be taken by the MCD.

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

4.1 Since the toilets have been constructed in the private land and there is no encroachment on govt.land, the case of the complainant stands closed in the Commission. However, Shri R.P. Singh, JE(B)-I is advised to look into the matter and ensure that toilets are repaired by the owner of the building so that the same should not be source of nuisance to the others living nearby and it should be maintained hygienically. J.E(B)-I assured to take needful action in the matter.

(ASHOK KUMAR)

CHAIRMAN

No. PGC/2019/MCD/53/

Dated :

Copy to:

1. The Commissioner, South DMC, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi-110002
2. The Deputy Commissioner (Central Zone), South DMC, Near Jal Sadan, Shiv Mandir Marg, Lajpat Nagar, New Delhi – 110024
3. Ex. Engineer (M), Central zone, SDMC, Near Jal Sadan, Shiv Mandir Marg, Lajpat Nagar, New Delhi – 110024
4. Ex. Engineer (B), Central Zone, SDMC, Jal Sadan, Shiv Mandir Marg, Lajpat Nagar, New Delhi – 110024
5. Smt. Vishnu Devi