

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
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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: 06th Jan., 2020

Complainant : Sh. Richard Wallace,
Respondent : Deputy Commissioner
Shah. North, EDMC
Grievance No. : PGC/2019/MCD/07

1. Brief facts of the complaint

Shri Richard Wallace had filed a DRTI application under DRTI Act in Shahadara North Zone and sought information on total 06 points. Aggrieved by non-receipt of information from the Competent Authority, he filed appeal in PGC. During the hearing of appeal case it was observed that the reply given by the department is not only unsatisfactory but also not in accordance with the provisions of DRTI Act, 2001. The complainant presented few photographs which highlighted the rampant encroachments in the area by various shopkeepers who are running motor spare parts shop, food joints etc. in a residential area. Since the relief sought by the appellant in DRTI was beyond the purview of DRTI Act, 2001 it was decided that the case be transferred as a Grievance case and fix the same for regular hearing as a grievance.

2. Proceedings in the Public Grievances Commission

The PGC has convened ten hearings in the matter so far and in the hearing held on 06.01.2020, the following are present:

Sh. Nazrul Islam,
E.E (M), Shahadara North Zone

Sh. Gaurav Garg, JE,
Shahadara North Zone

3. Relevant facts that emerged during the hearing

Sh. Nazrul Islam, Ex. Engineer (M) is present in the hearing and submitted a status report stating that

“The site of L-239, L-Pkt., Dilshad Garden had been inspected and encroachment was identified in the complained property has been removed. As far as the remark in para 3.2 is concerned regarding not taking action after 15.10.2019, it is submitted that the labour was busy in survey and preparation for census numbering work i.e. why some delay occurred which may please be considered. It is further submitted that the shed which was removed falls in property no. L-237.”

4. Observations of the Commission :

Commission is in receipt of a letter dated 31.12.2019 from Sh. A.K.Mittal, SE (QC & Lab), EDMC stating that necessary advice may please be issued to Sh. A.K.Gupta, SE, Shahadara North Zone, EDMC who is competent to comply the advice issued by the Commission in the matter. The Commission takes note of the suggestion of SE (QC & Lab.) with the following observations :

The order was issued by the Commission on 27.11.2019 and it took 1 month & 5 days for him to inform the Commission that he is not the concerned jurisdictional officer and the necessary advice may be issued to Sh. A.K.Gupta, SE who is the concerned jurisdictional officer.

I wish he had taken prompt action and not waited for 36 days to realize that he is not the jurisdictional officer. This is not expected from a senior officer of the rank of S.E.. I wish such undue delays are avoided at the level of senior officers.

5. Recommendations of the PGC

5.1 Sh. Nazrul Islam, Ex. Engineer (M), Shahadara North Zone is advised to inspect the area and take further necessary action against such type of encroachments.

5.2 Sh. Ranen Kumar, Deputy Commissioner, Shahadara North Zone is advised to ensure that the directions of the Commission are followed in letter and spirit.

5.3 Sh. A.K.Mittal, S.E. (QC & Lab), EDMC is advised to take note of para 3.2 above.

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

(ASHOK KUMAR)
CHAIRMAN

No. PGC/2019/MCD/07/

Dated :

Copy to:

1. Sh. Ranen Kumar, Deputy Commissioner, Shahadara North Zone, EDMC, Zonal Office Building, Keshav Chowk, Near Welcome Metro Station, Shahadara, Delhi - 110032
2. Sh. A.K.Mittal, Supdtg. Engineer, Shahadara North Zone, EDMC, Zonal Office Building, Keshav Chowk, Near Welcome Metro Station, Shahadara, Delhi - 110032
3. Sh. Nazrul Islam, Executive Engineer (M-I), Shahdara North Zone, East Delhi Municipal Corporation, SDN Hospital Complex, Dilshad Garden, Delhi.