

**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: 11<sup>th</sup> Nov., 2020

Complainant : Ms Sneh Lata,  
Respondent : Deputy Commissioner (Karol Bagh Zone), North DMC,  
Grievance No. : PGC/2019/MCD/24

**1. Brief facts of the complaint**

Ms Sneh Lata has filed a grievance in PGC on 02.04.2019 regarding unauthorized construction and encroachment on Govt. land by the owner of property No. WZ-99 & WZ-97, Naraina Village.

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

The PGC has convened twelve hearings in the matter so far and in the hearing held on 11.11.2020, the following are present:

Complainant : Present  
Respondent : Sh. Rishi Raj, A.E. (B)/KBZ

**3. Relevant facts that emerged during the hearing**

3.1 Sh. Rishi Raj, A.E. (B), Karol Bagh Zone is present in the hearing and submitted a report stating that :

*“It is submitted that both the parties were to be heard before arriving to any conclusion in this grievance matter but due to alarming situation of Covid-19 pandemic and detection of some positive cases of Covid-19 in office the hearings could not be conducted and shall be conducted in next week.”*

***“No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene.”***

3.2 On being enquired whether he has visited the area, Sh. Rishi Raj informed that he has not personally visited the same.

#### **4. Recommendations of the PGC**

4.1 Sh. Rishi Raj, Asstt. Engineer (B), Karol Bagh Zone is advised to visit the area personally to check the property under complaint and also of complainant to ascertain unauthorized construction and encroachment, if any. He is further advised to check other properties in the vicinity, for the same and submit a detailed report to the Commission within 04 weeks, positively. A copy of Appeal & prayer filed in the ATMCD be also provided to the Commission.

4.2 Sh. Rajesh Goel, Deputy Commissioner, Karol Bagh Zone is advised to ensure that a detailed report is submitted to the Commission within 04 weeks, positively. And, considering the fact that ATMCD is also seized with the same matter, the proceedings in the Commission are hereby closed.

(SUDHIR YADAV)  
MEMBER

No. PGC/2019/MCD/24/

Dated :

**To:**

1. Sh. Rajesh Goel, Deputy Commissioner (Karol Bagh Zone), North DMC, Near Khalsa College, Anand Parvat, New Delhi – 110005
2. Shri Rishi Raj, Asstt. Engineer (B), Karol Bagh Zone, North DMC, Near Khalsa College, Anand Parvat, New Delhi – 110005

**Copy for information to :**

Smt. Sneha Lata

***“No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene.”***