

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 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: 16th December, 2020

Complainant : Suo-moto by PGC
Respondent : Deputy Commissioner
(Keshav Puram Zone), North DMC
Grievance No. : PGC/2018/MCD/73

1. Brief facts of the complaint

Public Grievances Commission has taken up a case Suo-moto regarding encroachment on public land in the service road (adjacent to outer ring road) B & C Block, Saraswati Vihar and encroachment on public land around Saraswati Vihar market i.e. opposite Post Office (near Saraswati Temple).

2. Proceedings in the Public Grievances Commission

The PGC has convened Seventeen hearings in the matter so far and in the hearing held on 16.12.2020, the following are present:

Sh. Pankaj Kumar, Licensing Inspector, KPZ

3. Relevant facts emerging during the hearing

3.1 Sh. Pankaj Kumar, Licensing Inspector, Keshav Puram Zone, North DMC is present in the hearing and filed a status report stating that

“In this connection, it is submitted that an encroachment removal action has been taken by Licensing Department on 11.12.2020 at C & D Block, Saraswati Vihar, Parwana Road,

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

Bihari Chowk and Saraswati Vihar Outer Ring Road with the help of Maintenance Department, PWD, Traffic Police and Local Police & a total number of 17 items were seized from the site.

Photographs of encroachment removal action taken today (11.12.2020) is enclosed herewith for kind perusal. The Licensing Department is taking encroachment removal action on the area at regular intervals on the above mentioned areas. Letters were also written to DCP (Outer District) with a copy to SHO, PS Rani Bagh with the request to direct the Beat Officer of the area to keep strict vigil over the area cleared from encroachment so that encroachers may not re-occupy the area. Copy of letters written to DCP (Outer District) and SHO, P.S. Rani Bagh is enclosed for kind perusal.”

3.2 Though Licensing Department is taking encroachment removal action in the area at regular intervals but there is no significant progress in the matter. The encroachment on public land should be removed permanently and all effective measures be initiated to ensure that no fresh encroachment takes place. It will also be appropriate if the officers concerned are made to explain their negligence or lackadaisical attitude in ensuring the public space free from encroachment.

4. Recommendations of the PGC

4.1 Sh. Vikram Singh Malik, Deputy Commissioner, Keshav Puram Zone is advised to take note of para 3.2 above, take necessary action to ensure that encroachment removal actions are taken by the concerned officers and encroachment (temporary / permanent) once removed should not re-occur.

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

4.2 Sh. Pankaj Kumar, Licensing Inspector, Keshav Puram Zone, North DMC is advised to remove encroachment from public space permanently.

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

(SUDHIR YADAV)
MEMBER

No. PGC/2018/MCD/73/

Date:

To:

1. Sh. Vikram Singh Malik, Deputy Commissioner, Keshav Puram Zone, North DMC, A-1 Block, Keshav Puram, Delhi – 110035.
2. Sh. Pankaj Kumar, Licensing Inspector, Keshav Puram Zone, North DMC, A-1 Block, Keshav Puram, Delhi – 110035.

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