

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: 08th Jan., 2021

Complainant : Ms Pushpa
Respondent : Deputy Commissioner (Civil Line Zone), North DMC
Grievance No. : PGC/2014/MCD/1706

1. Brief facts of the complaint

Ms. Pushpa had filed an appeal under Delhi Right to Information Act, 2001. The queries posed by her related to various complaints filed by her and the action taken by Civil Lines Zone, North Delhi Municipal Corporation. The complaints pertained to insanitary conditions in Bhalasawa Resettlement Colony. During the hearing of the appeal case, vide Appeal No. 209, it was observed by the Appellate Authority/PGC that queries were posed by the applicant / appellant due to inherent grievance of insanitary conditions in Bhalasawa Resettlement Colony. Also, during the hearing of the appeal case under Delhi Right to Information Act, 2001 the representatives of Civil Lines Zone, North Delhi Municipal Corporation, submitted that the Bhalasawa Resettlement Colony has been set up by DUSIB, in which there is no system for outfall of drains, as they have not been connected to any sewerage system or storm water drains. In the absence of any outfall, it becomes difficult to clean the drain and they remain choked.

The appellant was given an opportunity to inspect the relevant record, related to the queries posed by her. As such, it was decided that the appeal case may be closed. However, the

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primary issue of insanitary conditions in Bhalasawa Resettlement Colony, would be taken up by Public Grievances Commission, in the form of a grievance case, in which DUSIB and Civil Lines Zone, North Delhi Municipal Corporation, will be impleaded.

2. Proceedings in the Public Grievances Commission

The PGC has so far convened 20 hearings in the matter. Thereafter a meeting was convened with all the stake holders on 23.05.2019 and it was advised to them to complete action as advised in the order of the Commission dated 13.02.2019, to resolve the grievances of the complainant and submit an Action Taken Report to the Commission.

3. Relevant facts of the case

Action Taken Report / Status Report from all the departments except Land & Building Department and DEMS Department, CL Zone, North DMC have been received and a comparative statement with reference to the directions of the Commission and action taken by the departments is as under :

Name of the department	Advice of the Commission	Action Taken by the Departments
Delhi Jal Board	ZE DJB is advised to complete the work of UGR after completing all codal formalities to safeguard the land from encroachment as assured by Ex. Engineer in the last hearing	It is to inform that the work of construction of boundary wall of the land taken over from DUSIB has been completed. At present, water is being supplied through PWH (Public Water Hydrants) & tankers in this resettlement colony.

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		Regarding construction of UGR the matter was discussed with competent authority with availability of water at present and it was decided that UGR will be constructed after availability of sufficient water. Meanwhile the other related work such as hiring of consultant to design the UGR and related water system is in process.
DUSIB	DUSIB is advised to complete all pending works, to be done on their part, in a time bound manner.	Having regard to fencing of open land pockets it is submitted that the tenders for the requisite work are under award and likely to be awarded this month only. Work accordingly shall be completed within 90 days. Regarding the dispute of land whereupon pump house is to be constructed, the land boundaries have been rectified by Tehsildar (DUSIB) on

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		16.05.2019. Revenue Department is being pursued for further notification to avoid any further dispute.
PWD	Ex. Engineer is advised to expedite the construction work of remaining school buildings in the public interest	The said school building has already been completed and handed over to Education Department. Boundary wall of three plots out of 4 plots of Bhalswa Village has already been constructed / completed and already communicated to Director of Estate, Education Department. One plot at Khasra No. 603 & 604 is under litigation as owner is claiming that he has not got any compensation and Court has ordered to maintain status quo. The remaining school building in plots at Khasra No. 215, 78, 638 & 647 would be constructed after receiving of requisition from Education

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		Department.
Education	OSD (Land & Estate) is directed to expedite the matter with PWD for handing over of school buildings (newly constructed classrooms) and start of classes once the same is handed over to them.	The construction of building work in respect of school is complete including finishing of boundary wall and the building has already been handed over to the Principal of the School by PWD and school is shifted now to new building & classes are running smoothly w.e.f. 20.04.2019.
North DMC Dy. Health Officer, C.L.Z	advised to check the status of statutory licenses of the Dhaba owner and if the same are not available, take immediate necessary action as per the DMC Act.	No Health Trade license has been granted to M/s Pal Dhaba situated at Khasra No. 61, Swaroop Nagar Road Bhalswa Delhi. During the food hygiene raid conducted on 23.05.2019 the necessary articles of M/s Pal Dhaba have been seized and deposited in municipal store for removed. For removal of temporary structure case has been forwarded to AC/CLZ.

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<p>Maintenance - II</p>	<p>AE (M)-II, CLZ is advised to ensure that further necessary action on his part is taken on priority.</p>	<p>In Bhalswa Resettlement Colony four number of Dhalaos have already constructed by Works Departmentg and the same have been handed over to DEMS Department/CLZ for further use on the location at A-2 Block, C-2 Block, B-7 Block and D-1 Block in Bhalswa Resettlement Colony. The work of construction of internal lanes / streets is being carried by this division and the work is in progress condition. It is further submitted that construction of out fall drain which is the only system for disposal of waster water (as DJB has not laid sewer line) from the area and the work of construction of pump house in the area is in progress at Bhalswa Resettlement Colony, JJ-1 and likely to be completed at</p>
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		<p>earliest. A local resident of Bhalswa JJ-2 has created hindrance at site during the execution of work of pump house on the designated site by DUSIB Department. He also approached the police station and the concerned police personnel has stopped the work for which a letter has been written to concerned police station regarding the land provided by the DUSIB to execute the said work as well as letters to EE (DUSIB) dated 03.04.2018, 07.02.2019, 02.04.2019 and 14.05.2019. As discussed with AE (DUSIB) it was informed that the boundaries of DUSIB land are to be rectified. Now the boundaries of the DUSIB land has been rectified but further is to be confirmed by Revenue</p>
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		Department so the construction of pump house is held up.
DEMS Department	Sanitation Superintendent, DEMS, CLZ is advised to take immediate necessary action to make functional the 04 dhalaos handed over by the Works Department.	No ATR received
Land & Building Department	Jt. Secretary, Land & Building Department, Govt. of NCT of Delhi is advised to take note of para 3.5 above and direct the concerned officers to look into the matter of compensation of land, so acquired by DUSIB to resolve the litigation and enable PWD to construct school building.	Copy of letter from Dy. Secretary (LA), L&B Deptt. addressed to the ADM/LAC (North) is received in this office wherein it has been mentioned that the status of payment of compensation has been provided by Finance Branch, L&B vide letter dated 05.01.2021. You are therefore, requested to look into the matter and apprise the Hon'ble Commission regarding payment of compensation to the

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		applicant, directly under intimation to this office.
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From the above it is seen that action on most of directions of the Commission is taken except in case of Sanitation Department, CL Zone, North DMC and Land & Building Department.

4. Directions

4.1 Sanitation Superintendent, DEMS, CLZ is advised to take immediate necessary action to make functional the 04 dhalaos handed over by the Works Department.

4.2 ADM/LAC (North) is advised to take note of above table and letter of Deputy Secretary(LA), Land & Building Department dated 08.01.2021, take further necessary action in the matter of compensation of land, so acquired by DUSIB to resolve the litigation and enable PWD to construct school building.

4.3 Other departments, concerned with the grievances of the complainant are advised to take remaining actions, if any, in the larger public interest.

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

(SUDHIR YADAV)
MEMBER

No. PGC/2014/MCD/1706/

Dated :

To:

1. Deputy Commissioner, Civil Line Zone, North DMC, 16 Rajpur Road, Delhi – 110054
2. Jt. Secretary, Land & Building Department, B- Block, Vikas Bhawan, IP Estate, New Delhi- 110110

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3. ADM/LAC(North), Revenue Department, Govt. of NCT of Delhi, Room No. 23, DM Office Complex, Alipur, Delhi
4. Zonal Engineer, DJB, Govt. of NCT of Delhi, Near Transport Authority Burari, Main Burari Road, Delhi – 110 084
5. OSD (Land & Estate), Dte. Of Education, Lucknow Road, Timar Pur, Delhi – 110054
6. Ex. Engineer, Education maintenance Division (North), PWD, Kashmere Gate, Delhi – 110006
7. Asstt. Engineer (M-II), Civil Lines Zone, North DMC, 16 Rajpur Road, Delhi – 110054
8. Dy. Health Officer, Civil Line Zone, North DMC, 16 Rajpur Road, Delhi – 110054
9. Asstt. Engineer, DUSIB, O/o Ex. Engineer (C-11), DUSIB, Govt. of NCT of Delhi, Rana Pratap Bagh, Delhi – 110007
10. Sanitation Superintendent, Civil Lines Zone, North DMC, 16 Rajpur Road, Delhi – 110054

Copy for information to :

Ms. Pushpa

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