

**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:** 13<sup>th</sup> February, 2018

Complainant : **Sh. Vikrant Gupta,**  
31 Block, Old Rajinder Nagar,  
New Delhi-110060

Respondent : **Deputy Commissioner,**  
Karol Bagh Zone,  
North Delhi Municipal Corporation,  
Near Khalsa College, Anand Parvat,  
Delhi

Grievance No. : PGC/2017/MCD/343

Grievance filed on : 31.10.2017

First hearing in the PGC, : 02.01.2018  
Scheduled on

**1. Brief facts of the complaint**

Sh. Vikrant Gupta filed a complaint in PGC on 31.10.2017, regarding choked drainage system in block no. 31, Old Rajinder Nagar, New Delhi – 110060. Mosquito breeding is at peak and dengue has already started in the locality.

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

The PGC has convened three hearings in the Board of Member, PGC on 2<sup>nd</sup> January, 2018, 9<sup>th</sup> January, 2018 and 13<sup>th</sup> February, 2018. During the hearing on 13<sup>th</sup> Feb., 2018 the following were present:

Complainant : Absent

Respondent : Sh.K.K. Dhiran, E.E.(M)/ KBZ, North DMC  
Sh. Chaman Lal, AE (M), KBZ, North DMC

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

3.1 During the hearing on 09.01.2018 the directions of the PGC were as follows:

In view of the above, the Commission advises the Deputy Commissioner (Karol Bagh Zone), North DMC, to ensure that water logging problem is solved fully or in the alternative, if need of construction of drain is required, action should be taken expeditiously in this regard. A satisfactory report should also be obtained from the complainant in this regard.


The Executive Engineer (Maintenance & Works), Karol Bagh Zone, North DMC is also advised to take action as mentioned above and file an ATR in PGC within three days time to the effect that necessary corrective measures for choked drainage system have been taken to the satisfaction of the complainant, so that case of the complainant can be closed in PGC.

3.2 During the hearing on 13.02.2018 an Action Report from E.E.(M-I), Karol Bagh Zone, North DMC was submitted stating that the problem of water logging and drainage system in front of H.No. 31/11, Old Rajinder Nagar, New Delhi – 110060 has been resolved by the Works Department and complainant Sh. Vikrant Gupta, Secretary (Residence Joint Action Front) has also been informed and he is satisfied with the action taken by JE'2 staff of division (M-I), Karol Bagh Zone.

4. **Directions of the PGC**

As the desired action has been taken by the officials of Karol Bagh Zone, North DMC to the satisfaction of the complainant, the matter stands closed at the level of this Commission.

Copy to: 32224-227

  
(SUDHIR YADAV)  
Member (PGC)

19/2/18

- 1 Commissioner, North DMC, 4<sup>th</sup> Floor, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi.
- 2 Deputy Commissioner (Karol Bagh Zone), North DMC, Near Khalsa College, Anand Parvat, Delhi
- 3 Executive Engineer (Maintenance-I), Karol Bagh Zone, North DMC, Near Khalsa College, Anand Parvat, Delhi
- 4 Sh. Vikrant Gupta, vikrant.gupta955@gmail.com