

**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: 27<sup>th</sup> March, 2018

Complainant : Ms Sonia

Respondent 1 : Deputy Commissioner (S.P.Zone),  
North DMC, Eid Gha Road,  
Behind Sadar Police Station, Delhi,

Respondent 2 : Addl. Commissioner of Police, District Central,  
Police Station Darya Ganj, Delhi

Grievance No. : PGC/2017/MCD/348  
Grievance filed on : 10.11.2017  
First hearing in the PGC, : 06.02.2018  
Scheduled on

**1. Brief facts of the complaint**

Ms Sonia filed a grievance in PGC on 10.11.2017 regarding illegal / unauthorized / unlicensed food stalls running on footpath at all gates of Metro Station Pul Bangash and unauthorized E-Rikshaw parking outside gate Number – 1.

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

The PGC has convened two hearings in the matter and at the hearing held on 27<sup>th</sup> March, 2018 the following were present:

Complainant : Absent

Respondent : Mr. Deepak Kumar, APHI, SP Zone, North DMC

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

3.1 At the last hearing held on 06.02.2018 the directions of the PGC are as follows :

The police has submitted a report, however, the contents of the complaint are more of seeking information. The concerned officers from MCD are not present. Mr. Deepak, APHI informed that he has been directed by the officers to represent them in the hearing; neither any report as regards to action taken nor any request for exemption of the said officer has been

submitted. Though the matter in question is general and not specific to any particular action by any particular agency but the attitude of the concerned authorities by not submitting reports specific to the grievance and not to be present in the hearing is not desirable at all. The Commissioner, North DMC may personally look into the matter and issue necessary directions to the concerned D.Cs for ensuring the presence of the concerned officers with ATR.

3.2 Sh. Deepak Kumar, APHI, City SP zone is present in the hearing on 27.03.2018 and submitted a report stating that in reference to above, it is to inform that the food hygiene raids have been conducted in the area of Pul Bangash Metro Station Gate No. 1, Roshan Ara Road and surrounding area and for the removal of temporary encroachment by e-Rickshaw, complaint was forwarded to General Branch CSP zone. Recent raids have been conducted on 07.03.2018, 13.12.2017 & 23.12.2017. Seized items list is also attached herewith. Further action will also be taken as per DMC Act against the temporary encroachment and unauthorized health trades.

3.3 Complainant has never attended the hearing in the Commission.

#### **4. Directions of the PGC**

The Action Taken Report submitted by the Public Health Department, North DMC is accepted and the matter stands closed at the level of PGC.

(SUDHIR YADAV)  
Member (PGC)

Copy to:

1. Commissioner, North DMC, Dr. Shyama Prasad Mukherjee Civil Centre, Minto Road, New Delhi
2. Deputy Commissioner (SP Zone), North DMC, Id Gha Road, Behind Sadar Police Station, Delhi
3. Deputy Health Officer, City SP Zone, North DMC, Old Hindu College Building, Kashmere Gate, Delhi – 110006
4. Ms Sonia