

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR
dated 25.9.97

Date of hearing: 26th Sept., 2019

Complainant	:	Ms Jaishree Ramesh,
Respondent 1	:	Vice Chairman, DDA
Respondent 2	:	Deputy Commissioner (Shah. South), EDMC
Respondent 3	:	Secretary, PWD
Grievance No.	:	PGC/2013/EDMC/SHS/1225

1. Brief facts of the complaint

Ms Jaishree Ramesh had filed a complaint in PGC on 18.07.2013 stating that a DDA park located in the vicinity of Aditi Apartments, Plot No. 16A, Opposite Mother Dairy, I.P. Extension, Patparganj, Delhi – 110090 is not maintained in proper condition. The park is never swept, glass pieces are strewn all around the park and there are huge puddles of water, which are breeding ground for mosquitoes. The trees in the park are being cut/burnt and it is not known if DDA is allowing this deforestation. There is no fresh planting of trees, shrubs and seasonal flowering plants. The park is sandwiched between DDA Truck Terminal on one side of the park and a JJ cluster on the other side of the park and there is inflow of waste water from these into the park. The park does not have a single street light to facilitate evening walkers. Efforts made with Horticulture Department, DDA, resulted in no action.

Next to the park is a DDA Truck Terminal, where hundreds of trucks and dumpers are parked, both inside and outside the Truck Terminal. People living in unauthorized structures inside the truck terminal channelize their waste water into this park. Also, this

truck terminal, is a source of air and noise pollution and also causes traffic congestion on the main road near Pandav Nagar. It is common to observe that JCBs, dumpers and trucks are indiscriminately parked on the main road, creating slush on the road and damaging it.

The complainant has prayed for proper maintenance of the park, shifting of truck terminal to the already allotted another place near Ghazipur, action against traffic obstruction and congestion, repair of road from the entrance of truck terminal to the underpass to NH-24, over a distance of 200 yards, which is full of potholes.

2. Proceedings in the Public Grievances Commission

The PGC has so far convened 38 hearings in the matter and in the hearing held on 26.09.2019, the following are present :

Complainant :	Not present
Respondent :	Sh. Vaibhav Sangwan, NHAI Sh. Ajay Chauhan, ED-IV/DDA Sh. Prashant Kalra, DDA Sh. Akhilesh Kr. Mishra, Traffic Sh. Virender Kumar, PWD Sh. Manish Jain, AE (M)/EDMC Sh. P. K. Goel, AE/ED-V

3. Relevant facts emerging during the hearing

3.1 Sh. Vaibhav Sangwan, Site Engineer from NHAI is present in the hearing and informed that they have written letter to the Chief Engineer along with a copy to the Ex. Engineer, EDMC on 03.06.2019 followed by a reminder dated 10.07.2019 regarding test run of ramp provided for de-silting of drain along with Delhi – Meerut Expressway but till date the test run has not been done. Therefore, the construction of two more ramps is pending.

During joint inspection of the drain it was decided that 04 ramps on the complete length of drain along with NHAI will be constructed but now EDMC requires a ramp every 20-30 meters

which is not possible and practical as the same will defeat the very purpose of the Expressway.

He further informed that construction of ramps for de-silting is only a time gap arrangement and final solution to the problem is re-modeling of the drain by EDMC.

3.2 It is surprising to note that there is no response from the EDMC for inspection of ramp constructed by the NHAI inspite of NHAI addressing the issue to the highest level i.e. Chief engineer & also to the Ex. Engineer concerned.

3.3 Sh. Manish Jain, Asstt. Engineer, Maintenance, EDMC is present in the hearing and informed that during this monsoon the de-silting of drain was done with conventional methods and inspection of the ramp will be carried out in a week's time.

3.4 Sh. Ajay Chauhan, Asstt. Engineer-II, ED-IV, DDA is present in the hearing and informed that the work order has been issued for upgradation of DDA Park near Aditi Apartments and soon the work will start.

3.5 Sh. Akhilesh Mishra, Inspector, Traffic Police is present in the hearing and submitted a status report stating that they have deployed regular staff at Mother Dairy T Point on Narwana Road and Manglam Red Light for regulating traffic smoothly and to prosecute traffic rules violators, particularly vehicles found illegally / obstructively / unauthorizedly parked on the stretch. He also informed that total 18485 cases have been registered in this regard.

Staff has been directed to regulate traffic smoothly, briefed and sensitized for taking deterrent action against illegally / obstructively parked vehicles around the stretch.

3.5 Sh. P.K.Goel, Asstt. Engineer, ED-V is present in the hearing and informed that they are pursuing the matter with

Commercial Land Branch for unauthorized construction / encroachment in DDA Market.

3.6 Sh. Virender Kumar, Asstt. Engineer, PWD is present in the hearing and informed that the matter regarding relocation of Jhuggis is being taken up with other departments.

4. Recommendations of PGC :

4.1 Sh. Moola Singh, Ex. Engineer (M), Shahadara South Zone is advised to take note of para 3.1 & 3.2 above, look into the matter, take a decision in a time bound manner and intimate / discuss the same with the authorities at NHAI for taking further necessary action in the matter.

4.2 Director, Commercial Estate Branch, Delhi Development is requested to take note of orders of this Commission dated 05.07.2019 and direct his officers to discuss the issue with Sh. C.D.Kaushal, Ex. Engineer / ED-V so that this long pending matter is disposed of by removing the unauthorized construction and encroachment by shop owners in the DDA market. The Vice Chairman, DDA is also being addressed in this regard.

4.3 Sh. C.D.Kaushal, Ex. Engineer/ED-V is advised to take up the matter with Delhi Jal Board and BSES for disconnection of electricity and water supply of the shops with unauthorized construction and / or encroachment as per prescribed process.

4.4 Sh. O.P.Miglani, Ex. Engineer, ED-IV, DDA is advised to ensure that the work of upgradation of DDA Park is completed in a time bound manner.

4.5 Sh. R.K.Tripathi, Ex. Engineer, PWD is advised to discuss the matter of relocation of jhuggis with the concerned officers from DDA, EDMC, NHAI. All Departments should sit together and thrash out the issue so that the grievances of the complainant are redressed.

4.6 Sh. Akhilesh Mishra, T.I. is advised to continue his action plan against unauthorized parking in the area.

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

(ASHOK KUMAR)
CHAIRMAN

No.PGC/2013/MCD/1225/

Dated :

Copy to :

DDA

1. Director, Commercial Estate, A- Block, Vikas Sadan, INA, New Delhi – 110023
2. Sh. O.P.Miglani, Executive Engineer (ED-4), DDA, CBD Shahadara, Near Pashupatinath Mandir, Delhi – 110032
3. Sh. C.D.Kaushal, Ex. Engineer, ED-V, Near Pocket-I, Dilshad Garden, Delhi - 110095

EDMC

4. Sh. Moola Singh, Ex. Engineer (M-IV), Shahadara South, EDMC, School Block (Opp. Bharat Gas Agency), Shakar Pur, Delhi - 110092

Traffic Police

5. Shri Akhilesh Mishra, Traffic Inspector, East District, Delhi Police, 1st Floor, PS Shakar Pur, Delhi – 110092

NHAI

6. Shri Mudeet Garg, DGM, NHAI, House No. 518, Niti Khand – 1, Indirapuram, Gaziabad – 201014

PWD

7. Sh. R.K.Tripathi, Ex. Engineer, PWD (M-212), Ramesh Park, Near Shakarpur Police Station, Delhi - 110031

Complainant

8. Smt. Jaishree Ramesh and Shri R. Narayanaswami