

**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: 4<sup>th</sup> Dec., 2019

Complainant : Ms Usha Sachdeva,  
Respondent : Deputy Commissioner (West  
Zone), SDMC  
Grievance No. : PGC/2019/MCD/12

**1. Brief facts of the complaint**

Ms Usha Sachdeva has filed a grievance in PGC regarding encroachment on footpath opposite Govt. press, Mayapuri leading to Subhash Nagar and non action by the officers of West Zone, SDMC.

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

The PGC has convened six hearings in the matter so far and in the hearing held on 04.12.2019, the following are present:

Complainant : Present  
Respondent : Sh. Rakesh Ahuja, AE (M)

**3. Relevant facts that emerged during the hearing :**

3.1 Sh. Rakesh Ahuja, AE (M), West Zone, SDMC is present in the hearing and submitted a Status Report stating that “this office has already complied with the orders of the Commission by demolishing the toilet existing on the footpath and one tin shed which was under the jurisdiction of PWD was also demolished and at present only one room existing on the footpath which is presently being used by the PWD for the installation of

pump for pumping out the rain water during rainy season. Telephonic discussion with J.E. (Electrical), PWD, mobile no.9711428815 revealed that they have already processed the matter with DDA for allotment of space in the park for shifting the room in which pump has been installed but reply from the DDA is still awaited. Photographs enclosed by the complainant Mrs. Usha Sachdeva which depict the encroachments on the footpath by the vendors are temporary in nature and to be removed by the A.C (West Zone) Licensing Department.

3.2 The residents of the area have desired that the room in which pump has been installed should be shifted to the DDA park. It is learnt that the matter is being pursued with the DDA and needs to be taken up at higher level so that the inconvenience caused to the area residents can be put to an end.

#### **4. Recommendations of the PGC**

4.1 Sh. Ashok Kumar Gupta, Ex. Engineer (Electrical), PWD is advised to take note of para 3 above, pursue the matter with DDA and take necessary action in the matter in a time bound manner.

4.2 Sh. Ashok Kumar, L.I., West Zone is advised to take note of para 3 above and take necessary action to remove the temporary encroachments.

4.3 Ms Purva Garg, Deputy Commissioner, West Zone is advised to ensure that necessary action in the matter is taken by the concerned officers.

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

(ASHOK KUMAR)  
CHAIRMAN

No. PGC/MCD/2019/12/

Dated :

Copy to:

1. Ms Purva Garg, Deputy Commissioner, West Zone, SDMC, Community Centre, Vishal Enclave, Near Rajouri Garden Police Station, Delhi – 110027
2. Sh. Ashok Kumar, Licensing Inspector, West Zone, SDMC, Community Centre, Vishal Enclave, Near Rajouri Garden Police Station, Delhi – 110027
3. Sh. Ashok Kumar Gupta, Ex. Engineer(E), Public Works Department, EMD – West, 41 Rama Road, Zakhira, Delhi – 110015
4. Ms Usha Sachdeva