

**PUBLIC GRIEVANCES COMMISSION**  
(Govt. of NCT of Delhi)  
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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: 22<sup>nd</sup> July, 2020

Complainant : Ms. Prema (A public spirited person)

Respondent : Director (PMS),  
New Delhi Municipal Council

Grievance No. : PGC/2019/NDMC/03

**1. Brief facts of the complaint**

Ms. Prema (A public spirited person) had filed a grievance in PGC on 19.12.2019 regarding illegal use of service lane by the side of Hotel Samrat, Chanakyapuri, by Mercedes Showroom for displaying of vehicles/unauthorized parking.

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

2.1 The PGC has convened three hearings in the matter on 15.01.2020, 11.02.2020 and 11.03.2020. Next hearing was fixed for 20.04.2020 but could not be held due to COVID-19 pandemic situations.

2.2 Vide letter of the Commission dated 12.05.2020 the Chairman, NDMC was requested to submit Action Taken Report in the matter.

2.3 A status report dated 24.06.2020 is received in the Commission stating that

“The recommendations of the PGC were considered and the following is submitted with due regards:

(i) It is stated that the said area which is being used by Mercedes Showroom for parking of vehicles adjacent to Ashok Hotel is an

authorized parking space of NDMC. In all about 80 cars can e parked in that area. After issuance of 20 passes to the Mercedes Showroom, the space is left for the parking of about 60 cars. However, that area mostly remains unutilized due to the frequent movement of VIPs. The details of the parking charges otherwise collected from October, 2019 to Mar, 2020 from that spot apart from the amount received from the Mercedes Showroom are as under :

Sr. No.	Month	Amount (in Rs.)
1.	October, 2019	31490
2.	November, 2019	20970
3.	December, 2019	8060
4.	January, 2020	12220
5.	February, 2020	12420
6.	March, 2020	7950
7.	April, 2020	00
8.	May, 2020	00

The parking at this place is being managed by the employees of the NDMC itself. The parking lot has not been allotted to Mercedes Showroom, rather they obtain monthly6 passes @ Rs.2000/- for one vehicle in accordance with the policy of the NDMC as determined through Resolution No 24(A-04)dated 03.11.2016. It is stated that the rates of parking in NDMC were last decided by the Council through this resolution dated 03.11.2016. Accordingly to this decision the charges of parking (off street) for a four wheeler are Rs. 20/- per hour whereas in case someone wishes to get monthly passes, the charges for a four wheeler are Rs. 2000/- per month. These charges are uniformly applicable in the NDMC area and as per present policy there is no distinction like commercial or non commercial vehicle within the four wheelers. It is further stated that Mercedes Showroom pays Rs.40,000/- per month and in lieu gets monthly passes for 20 cars. It is humbly submitted in this regard that the issue of determination of parking charges does not relate to Public Grievance and the same is in the realm of the policy making by the administration and the proposal of

the Commission for increase in parking charges would also be considered at the time of revision of parking charges by NDMC.

(ii) That apart from the parking at Service Lane near Ashoka Hotel there is no other parking being managed by NDMC or being used by the Mercedes Showroom in that area.

(iii) That as per the available records the Mercedes showroom started taking monthly passes since December, 2016.

In view of the above, it is humbly prayed that this case may be closed as no further action is warranted."

2.4 On receipt of the above status report a meeting was held in the Commission with Sh. Pankaj Sharma, Jt. Director (PMS), NDMC on 22.07.2020 and the matter was discussed at length, wherein he further submitted that the parking charges are being levied as per the policy decision of the Council and hence requested for closure of case.

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

In view of the status report submitted and discussions held in the meeting on 22.07.2020 the case stands closed at the level of the Commission.

(SUDHIR YADAV)  
MEMBER

No. PGC/2019/NDMC/03

Dated:

**To:**

1. Sh. Dharmendra, Chairman, New Delhi Municipal Council, Palika Kendra, Parliament Street, New Delhi - 110001
2. Sh. Pankaj Sharma, Jt. Director (PMS), New Delhi Municipal Council, Palika Kendra, Parliament Street, New Delhi - 110001