

**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: 16<sup>th</sup> Dec. 2020

Complainant : Sh. Naveen Chander Sehgal,  
Respondent : Deputy Commissioner, Karol  
Bagh Zone, North DMC,  
Grievance No. : PGC/2017/MCD/304(Reopened)

**1. Brief facts of the complaint**

Sh. Naveen Chander Sehgal had filed a grievance in PGC on 3/8/2017 regarding unauthorized installation of the Cell tower at Shop No. 25/1, East Avenue Market, East Punjabi Bagh, under the name and style of M/s Lucky Gifts Shop without having any license from the concerned authority i.e. MCD. After holding six hearings in the matter on different dates and issue of directions from this Commission, the tower was sealed. The concerned Asstt. Engineer (B), KB Zone was directed to pursue the matter with Bharti Airtel for removal of tower and it was further directed to initiate action in the other file vide which the property has been booked for unauthorized construction.

The complainant has again approached the Commission and informed that the department has not taken appropriate action in the matter and requested for further directions in the matter. As such it was decided to reopen the case.

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

After reopening the case, the PGC has convened seven hearings in the matter so far and in the hearing held on 16.12.2020, the

***“No carelessness until there is a cure. Wear Mask,  
follow physical distancing & maintain hand hygiene.”***

following were present:

Complainant : Absent

Respondent : Shri Jaipal, Asstt. Commissioner,  
Shri Rajnish Kakkar, SVI/Vig.

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

3.1 Sh. Jaipal Asstt. Director, Vigilance, North DMC is present in the hearing and submitted a Status Report in the matter.

3.2 The Commission directed the Vigilance department to initiate departmental inquiry against the delinquent officers for their inaction against the unauthorized construction and misuse of the property. The report submitted by Sh. Jaipal, Asstt. Commissioner, Vigilance was vague and It seems that prime-facia the vigilance officers were trying to shield the delinquent officers. The displeasure of the Commission was conveyed to the officers and they have requested for some time to file a detailed report. His request was acceded to.

3.3 A detailed vigilance report dated 21.02.2021 is submitted by the Vigilance Department.

**4. Recommendations of the PGC**

As the grievance of the complainant is redressed and Vigilance Department has also conducted inquiry in the matter, the case stands closed at the level of the Commission.

(SUDHIR YADAV)  
MEMBER

No. PGC/2017/MCD/304(Reopen)/

Dated:

To:

Chief Vigilance Officer, North DMC, Vigilance Department,  
26<sup>th</sup> Floor, Civic Centre, JLN Marg, New Delhi – 110001

***“No carelessness until there is a cure. Wear Mask,  
follow physical distancing & maintain hand hygiene.”***