

**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  
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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 : 13<sup>th</sup> September, 2021

Complainant : Sh. Bhaskar Sharma

Respondent : Deputy Commissioner  
(Narela Zone), North DMC

Grievance No. : PGC/2021/MCD/25

**1. Brief facts of the complaint**

Sh. Bhaskar Sharma has filed a grievance in this Commission regarding shifting of a dhalao on Nangloi - Nazafgarh Road as the same is creating problems for residents of the area.

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

The PGC has convened first hearing in the matter on 13.09.2021 wherein neither the complainant nor the departmental representative is present. This has been viewed adversely by the Commission. Sh. Rakesh, ADC, Narela Zone was contacted telephonically and the displeasure of the Commission was conveyed to him. He filed a report after the hearing, stating that : “there is a proposal of shifting of 07 dhalaos to another place for the smooth functioning of traffic. The list of 7 dhalaos for which a proposal has already been moved to the Addl. Commr. (DEMS)/North DMC. Further, it is informed that out of 7 dhalaos 5 dhalaos have already been demolished and action on remaining 2 is under process. As soon as the action is taken, the same shall be conveyed to the Commission.”

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

The Commission observes that department has already initiated action as per their policy.

4. **Recommendations of the PGC**

The ADC, Narela Zone is advised to intimate the final outcome of the proposal for shifting of dhalao to the complainant as well as to the Commission.

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

(SUDHIR YADAV)  
MEMBER

No.PGC/2021/MCD/20/

Dated :

**To:**

Sh. Rakesh, Addl. Deputy Commissioner, Narela Zone,  
North DMC, Zonal Office Building, Primary health Centre,  
Near Alipur, Narela, Delhi – 110040

**Copy for information to :**

Sh. Bhaskar Sharma