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 E-mail :pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.1997

Date of hearing: 14th October, 2026

Complainant : Shri Jai Kumar Bansal

Respondent : (1)The Chairman
Delhi Pollution Control Committee

(2)The Chief Executive Officer,
Delhi Jal Board, Jhandewalan, Karol Bagh,
New Delhi-110005

(3) The Commissioner,
Municipal Corporation of Delhi,
Dr. Shyama Prasad Mukherjee Civic Centre,
Minto Road, New Delhi-110002
Through :-

Shri Hitesh Kumar, MCD, LI

(4) The Commissioner,
Delhi State Industrial & Infrastructure Development Corporation Ltd
(N-36, Bombay Life Building,
Connaught Circus, New Delhi-110001
Through :-

Shri Shyam Lal, AEE, DSIIDC

Grievance No. : PGC/2025/A-II/MCD,DSIIDC,DPCC/DJB./142

1. Brief Facts of the Case

The complainant Shri Jai Kumar Bansal, President, Wazirpur CETP Society has filed a grievance in the Commission regarding strong objection to closure of Grievance No. PGC/2025/A-II/MCD, DSIIDC, DPCC, DJB/142 and request for independent joint inspection and action against misleading reports. He has prayed the Commission to re-open the grievance, constitute independent joint inspection, conduct inspection with full documentation, submit outcome-based report, take action against responsible officials, keep matter under monitoring.

2 Facts emerged during the hearing

2.1 Shri Hitesh Kumar, L.I. from MCD is present and submitted action taken report, stating the following :-

i. Reference is invited to PGC's letter dated 3.6.2026 referring to the grievance/re-open the case of Shri Jai Kumar Bansal, regarding encroachment in A-Block, Wazirpur Industrial Area, Police Chowki to Sri Ram Chowk, Delhi – 110052.

ii. In this reference only S.No. 03 of the complainant's complaint pertains to General Branch/KPZ which has undertaken an encroachment removal action on 7.10.2026 and area got cleared and an intimation in writing is being sent to Police Station, Ashok Vihar for having strict vigil. Photographs of encroachment removal action are also enclosed.

iii.. ATR dated 3.7.2026, 10.3.2026 & 19.11.2025 had already been submitted on record.

iv.. As per Apex Court directions in Sudhir Madan Vs. MCD WPC No. 1699/1987 of dated 5.5.2006, it is clearly mandated that Delhi Police will keep strict vigil at the area whose encroachment removal action has been taken.

v.. Further, in case any violations found in future, appropriate action will be taken as per DMC Act.

3. Directions of PGC

The Commission directs Commissioner (MCD) to look at the callousness of officials working under him in this particular case. The Commission had directed in the last hearing held on 6th July, 2026 to hold a joint inspection with the complainant. But no action was carried out in the case. The MCD is directed to file an action taken report as to why the concerned officials who is attending today's hearing is clueless about the matter. Such apathy towards citizens grievance should be looked into by the Commissioner, MCD and ensure that officials of his department perform their duty diligently.

The Deputy Commissioner (Keshavpuram Zone), MCD shall remain present in the next hearing.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002

ATRs by all concerned shall be filed in the Commission in the next hearing fixed for 14th December, 2026 at 2.30 p.m.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002

22/10

(PRATYUSH KANTH)
MEMBER (PGC)

F.No. PGC/2025/A-II/MCD,DSIIDC,DPCC/DJB//142 11573-581 Dated : 29/10/26

1. The Chairman, Delhi Pollution Control Committee, 5th Floor, ISBT Building, Kashmere Gate, Delhi-110006.
2. The Chief Executive Officer, Delhi Jal Board, Room No. 306, 3rd Floor, Varunalaya Building, Phase II, Jhandewalan, Karol Bagh, New Delhi-110005
3. The Commissioner, Municipal Corporation of Delhi, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi-110002.
4. The Commissioner, Delhi State Industrial & Infrastructure Development Corporation Ltd. Head Quarter (N-36, Bombay Life Building), Connaught Circus, New Delhi-110001
5. The CEO, TPDDL, NDPL House, Hudson Lines, Kingsway Camp, Delhi-110009.
6. The Dy. Commissioner of Police (North-West District), Ashok Vihar, Delhi-110052.
7. The Dy. Commissioner of Police (Traffic), North West District, Ist Floor, Police Station Keshav Puram, Delhi-110035.
8. The Deputy Commissioner (Keshavpuram Zone), Municipal Corporation of Delhi, MCD Zonal Office Building, Block A-1, Keshav Puram, Delhi -110035.
9. The complainant Shri Jai Kumar Bansal, Office Address 202, Adarsh Complex 2nd Floor, Plot No. 3, Community Centre. Wazirpur Industrial Area, Delhi-110052.