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 25.9.1997

Date of hearing: 12th March, 2026

Complainant	:	Shri Sudesh Kapoor,
Respondent	:	The Commissioner, Municipal Corporation of Delhi Through :- Shri Anil Bansal, Assistant Engineer (Bldg.)/CNZ
Grievance No.	:	PGC/2025/A-II/MCD/264

1. Brief Facts of the Case

Shri Sudesh Kapoor & others have filed a complaint against water looging in illegal and unauthorized double basement in property bearing No. 2B, Jangpura-B, Mathura Road, New Delhi. The complainants further stated that the owner of the Basement of the said property has illegally and unauthorizedly constructed a double basement in the said property in contravention of the sanctioned building plan and in violation of the applicable laws. The said basement was sealed by MCD in the year 2010. The said basement is lying sealed since then, however, the other floors of the said property are occupied. The complainants also stated that for the past many years and even as on date, there is huge water logging in the said basement. Despite pumping out water from the said basement on multiple occasions in the past several years, the problem of waterlogging still persists. Due to the continuous and persistent waterlogging in the said Basement, the structural stability of the said building is adversely affected and compromised thereby weakening the foundation of the said building. That despite persistence of problem of waterlogging in the said basement, which is sealed for last about 15 years, neither the owner of the said basement nor MCD has taken any step for removing the unauthorized construction or finding out a permanent solution for resolving the issue of waterlogging in the said basement, which is not only adversely impacting the structural stability of the building but may lead some untoward incident thereby endangering the lives of many peopie who are residing in the said building. The complainant has requested that in order to remoive the unauthorized construction i.e., the double basement in the said property, may issue necessary

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directions to MCD to pump out water from the said Basement; and rectify the said basement by closing/filling-up the said basement with concrete (after pumping out water) to strengthen the foundation and structural stability of the said building.

2. Facts emerged during the hearing

2.1 Shri Anil Bansal, AE (Bldg.)/MCD is present and submitted order passed by Principal District and Session Judge, South East District, Saket Courts, dated 27.2.2026 in the MCD Appl. No. 7/2024 Asto Estate Vs. MCD stating that " Matter be listed for arguments on the appeal on 24.4.2025."

3. Directions of PGC

3.1 **Considering the status submitted by the MCD informing the present status of the case. However, the MCD has not furnished the report with regard to the grievance filed by the complainant.**

3.2 The Assistant Engineer (Building) is directed to file specific report concerning the grievance pending before the PGC in the next hearing fixed for 10th December, 2026 at 2.30 p.m.

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(PRATYUSH KANTH)
MEMBER(PGC)
03/11/26

F.No. PGC/2025/A-II/MCD/264/ 11915-918

1. The Commissioner (MCD), Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi-110002.
2. The Deputy Commissioner (MCD), Central Zone, Jal Vihar, Lajpat Nagar, New Delhi-24
3. The Executive Engineer, Office of the Exexutive Engineer (Building-1), Central Zone, Jal Vihar, Lajpat Nagar, New Delhi
4. The complainant Shri Sudesh Kapoor & Others , R/o 2-B, Jangpura-B, Flat No. C-1, Upper Ground Floor, Mathura Road, New Delhi-110014.