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	:	Sh. Sachin Garg
Respondent	:	MCD and Delhi Traffic Police.
Grievance No.	:	PGC/2026/A-II/MCD/491

1. **Brief Facts of the Complaint**

The complainant has filed a grievance petition in PGC aggrieved by illegal encroachment and unauthorized commercial use in a residential area at Lala Lajpat Rai Marg, Keshav Puram, Tri Nagar, Delhi-110035 by transporters operating in the area and requested for permanent enforcement measures and accountability.

He further stated in his complaint that some transporters do not have proper space to look after all the vehicles possessed by them and regularly park their heavy vehicles (trucks, tempos) in residential area and goods are loaded and unloaded from their vehicles at public places/road/footpath adjoining the above mentioned address leading to nuisance, obstruction to the free flow of traffic and various other activities. As a repercussion to this, heavy traffic jam occurs at dally basis which not only causes mental trauma to the commuters but is also a sheer wastage of their time. Further, in case of any untoward incident or arson taking place, the fire safety vehicles/school vehicles/ambulance/essential vehicles cannot find a place to go.

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

2.1 Sh. S.P. Singh, Assistant Engineer is present on behalf of PWD and submitted action taken report in the matter, stating the following:-

"With reference to the meeting held on 16.09.2026, it is submitted that the directions regarding the installation of "NO PARKING" holdings at Lala Lajpat Rai Marg have been duly complied with. The holdings have been installed at the designated locations. Photographs are enclosed herewith for kind information and record."

2.2 No representative is present on behalf of DCP (Traffic), Northern Range during the hearing. However, Sh. Ramesh Chand, S.I. (Ashok Vihar Traffic Circle) came after the hearing is over and furnished an Action Taken Report in the matter, stating the following:-

"With reference to the directions of the Hon'ble Public Grievances Commission in the above-mentioned matter regarding illegal parking, encroachment and traffic congestion at Lala Lajpat Rai Marg, Keshav Puram, the following Action Taken Report is respectfully submitted:

1. In compliance with the directions of the Hon'ble Public Grievances Commission, "No Parking" sign boards have been installed at the identified locations to discourage unauthorized parking and regulate traffic movement.

2. Regular enforcement drives are being conducted by the staff of Ashok Vihar Traffic Circle in the affected area. Strict action is being taken against vehicles found parked in violation of the provisions of the Motor Vehicles Act.

3. During these enforcement drives, challans for No Parking and Improper Parking violations have been issued, and offending vehicles have been towed away wherever required, as per law, to ensure free flow of traffic and road safety.

Challan	***Up to 13.10.2026***
Improper Challan	*1123*
VOCA Challan	*897*
Vehicle Tow Away	*213*

4. Regular anti-encroachment drives are also being carried out in coordination with the concerned civic agencies to remove obstructions affecting traffic movement and pedestrian safety.

5. The local residents, transporters, commercial establishments and vehicle owners in the area are being sensitized and advised not to park their vehicles improperly on roads, footpaths or other public places and to strictly adhere to traffic rules and regulations.

6. The field staff of Ashok Vihar Traffic Circle has been briefed to maintain continuous surveillance over the area and to initiate immediate enforcement action against any violation noticed.

7. Further, such enforcement and anti-encroachment drives shall continue on a regular basis in future. Continuous monitoring of the area will be undertaken, and strict legal action, including challaning and towing of illegally parked vehicles, will be taken against all violators to ensure smooth traffic flow, prevent encroachment and enhance road safety."

2.3 The complainant is present and furnished some photographs of the subject area during the hearing and stated that some barricades, which are tethered by chains, are installed at the subject area. He also showed photographs of (i) MCD Garbage Container/Dumper Bin which is installed on footpath at the said area and (ii) a temporary shed/hutment/shanty also erected on the footpath and alleged that both of these footpaths are maintained by PWD and therefore, the PWD be instructed to remove these encroachments. A photograph of crash barriers installed on footpath is also furnished with the complainant alleging that the said crash barriers are also on PWD maintained footpath. He further requested PWD for installation of fixed/permanent "No Parking" Boards at the impugned site.

2.4 The complainant also stated that a few vehicles are still lying abandoned at the said area and requested for intervention by Traffic Police authorities for their removal. Moreover, a number of trucks, tempos and cars etc. are still being parked illegally on the roads as well as on the ramps leading to pedestrian footpaths and the same should be towed away and challans should also be issued against them.

2.5 The Commission directs that the PWD and the Traffic Police to take necessary action for redressal of the complainant's grievance as the right to walk on footpaths and to have public spaces free of traffic congestion is not only essential for public safety and security, but has also been recognized as a fundamental right of the citizen by the Hon'ble Supreme Court, and the same is a 'given' in any civic society.

3. Recommendations of the PGC

3.1 Principal Secretary (PWD) is directed to **take note of para 2.5 above and issue following directions to Executive Engineer (PWD), Maintenance Division, North West Road-1 in respect of subject area i.e.** Lala Lajpat Rai Marg, Keshav Puram, Tri Nagar, Delhi-110035:-

(i) Removal of barricades, tethered by chains, at the subject area.

(ii) Removal of MCD Garbage Container/Dumper Bin installed on footpath by liaising with the concerned authorities of the MCD.

(iii) Removal of temporary shed/hutment/shanty erected on the footpath

(iv) Removal of crash barriers installed on footpath.

(v) Installation of fixed/permanent "No Parking" Boards at the subject area.

3.2 **Dy. Commissioner of Police (Traffic), Northern Range**, to issue following directions to Traffic Inspector, Ashok Vihar Traffic Circle:-

(i) Removal of vehicles lying abandoned at the said area.

(ii) To tow away and challan vehicles parked on the roads as well as on the ramps leading to pedestrian footpaths of the subject area.

3.3 **Executive Engineer (PWD), Maintenance Division, North West Road-1 and Deputy Commissioner of Police (Traffic), Northern Range** shall furnish compliance reports on the action taken by them (**incorporating the directions mentioned in para 3.1 and 3.2)** within fifteen days.

3.4 **Executive Engineer (PWD), Maintenance Division, North West Road-1 and Deputy Commissioner of Police (Traffic), Northern Range** are directed to ensure that a senior level officer of their respective departments, who are well conversant with the matter, shall be deputed with Action Taken Report in the next hearing.

3.5 The next date of hearing is scheduled for **18.11.2026 at 11.00 A.M.**

(DHARMENDRA)
CHAIRMAN (PGC)

F.No. PGC/2026/A-II/MCD/491 11933-937

Dated : 3/11/26

To :

1. Principal Secretary (PWD), 3rd Floor, MSO Building, ITO, New Delhi – 110002.

   e-mail: pspwd@nic.in

2. Engineer-in-Chief (PWD), 12th Floor, MSO Building, ITO, New Delhi – 110002.

   e-mail: einc-pwd@delhi.gov.in

3. Deputy Commissioner of Police (Traffic), Northern Range, F-Block, Pocket 7, Sector 15, Rohini, Delhi – 110085.

4. Deputy Commissioner, Keshav Puram Zone, Municipal Corporation of Delhi, Municipal Primary School, A-Block, Keshav Puram, Delhi.

5. Sachin Garg, s/o Sh.R.K. Garg, R/o: 2648/196, Onkar Nagar-A, Tri Nagar, Delhi-110035. (**Mobile No. 9210339430**)