

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903
E mail: pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.09.1997

Date Of Hearing : 12.10.2026

Complainant : Mohd. Gulfam Quershi (Diary No. 3812/9/2026)

Respondent : The Commissioner,
Municipal Corporation of Delhi,
Dr. Shyama Prasad Mukherjee Civic Centre,
Minto Road, New Delhi – 110002.

Grievance No. : PGC/2026/A-II/MCD/651

1. Brief facts of the complaint

The complainant has filed this grievance against unauthorized construction at house number 4115, Gali Barna Basti Chaukhala Wali Sadar Bazar Delhi -110006. The owner of this building is alleged to be Mrs. Shakra, wife of late Mr. Nadeem ji, who has reportedly given the contract of construction to Salim Builder. It is stated that this is an unauthorized construction and the site is already booked by the MCD, in Sadar Bazar Ward-72. The complainant alleges that on the orders of some politicians, the MCD has taken no action against the unauthorized construction. He further states that the builders claim they paid the MCD a hefty bribe and no one can stop them. It is stated that there is no parking in such a big building due to which the streets remain jammed, which causes noise pollution.

Some residents of the street are very concerned about this unauthorised construction and believe that the site is already in danger and the MCD had booked this property with booking number ID-091225161250303 and MCD CITY S.P ZONE BOOKING FILE NO.231/72/B/UC/EEBI/CSPZ/25 dated 09.12/2025 but the builder mafia of the area has not allowed this unauthorized construction to stop. The Complainant states that around 20 new flats will be constructed at this site and all the people will need all basic facilities like water, electricity and parking etc. It is further stated that local residents are complaining in writing that unauthorized construction is currently underway but the MCD has taken no action.

2. Proceedings in the Public Grievance Commission

The PGC has convened the 1st hearing in the matter on 12.10.2026.

3. Facts emerged during the proceedings

The complainant was present to pursue his grievance. No representative of the respondent department, MCD, appeared before the Commission. During the hearing, the complainant reiterated that the property had previously been sealed by MCD, but no action has been taken by the MCD so far. He also stated that he has filed the same complaint at the CM Jan Sewa portal and the authority sent a letter dated 06.10.2026 to the Commissioner, MCD for necessary action in the same matter. In the absence of a representative of the MCD, the present status of the property and the action taken by the department could not be ascertained during the hearing.

4. Observations of the Commission

The Commission takes note of the absence of any representative of MCD at the hearing, particularly in view of the allegations concerning ongoing unauthorised construction and the structural safety of the building and the alleged connivance of the respective MCD officials with the local politicians. The MCD is therefore required to conduct a site inspection, verify the present condition of the property, and clarify the nature and extent of the enforcement action already taken, as well as any further action required in accordance with the provisions of the DMC Act.

5. Directions

The Commission directs the Commissioner, MCD, to have the matter examined by the concerned officers of the Building Department and ensure that a comprehensive Action Taken Report is submitted before the Commission by the next date of hearing. The ATR is to specifically address the following:

- 1) The MCD officer is directed to conduct a site inspection of Property 4115 Gali Barna Basti Chaukhala Wali Sadar Bazar Delhi -110006, and submit a report regarding the number of floors constructed, the nature and extent of any ongoing construction, and whether such construction is authorised.
- 2) The department is directed to verify whether the property had previously been sealed by the MCD and, if so, provide the particulars of the sealing action, including the date of sealing and the present status of the seal. The department is to specifically check

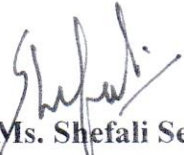
whether the seal has been broken or tampered with and report the action taken in this regard.

- 3) The department is to furnish details of the action previously taken against the property, including the notices and orders issued, and any demolition, sealing or other enforcement action undertaken.
- 4) The department shall state what further action, if any, is required against the alleged unauthorised construction and take appropriate action in accordance with the provisions of the DMC Act. The ATR shall specify the action taken and the present status of the enforcement proceedings.

An officer of the MCD, duly conversant with the facts and record of the case, shall remain present before the Commission on the next date of hearing along with the ATR. The matter is adjourned to the next date of hearing.

The complainant is also directed to convey any action taken on the property on the letter dated 06.10.2026 issued in their compliant by the CM Jan Sewa Portal.

The next date of hearing is fixed for 02.11.2026 at 11.30 am.


(Ms. Shefali Sewak)
Part-Time MEMBER (PGC)

No.F.PGC/2026/A.II/MCD/651 10860

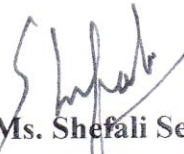
Dated: 13/10/26

To,

1. The Commissioner, Municipal Corporation of Delhi, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi – 110002.
2. The Technical Officer (PGC) to upload this order on the website of the PGC.

Copy for information to:

3. Mohd. Gulfam Qureshi, H.No.7345, Gali Gardhiyya Sadar Nala Road Quresh Nagar, Sadar Bazar, Delhi 110006. M. no. 9213957009


(Ms. Shefali Sewak)
Part-Time MEMBER (PGC)