

**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 : 14.09.2026**

Complainant : Sh. Subhash Chand Gupta

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/637

**1. Brief facts of the complaint**

The grievance of the complainant is that he had complained several times to the Ex. En, SE, DC and MCD Commissioner about the illegal construction going on at the property 595 Moti Ram Road Ram Nagar Shahdara Delhi-110032, but no action has been taken on this illegal construction. It is further stated by him that he had also given an application twice to the Public Grievance Commission to put the case on hearing and hence requested to put his case on hearing. In this illegal building construction, residential flats are being built without changing the land use.

Her further states that it has come to his knowledge that illegal construction work is being carried by one Shri Amit Kumar at 595 Moti Ram Road Ram Nagar Shahdara Delhi-110032, against the rules of DMC Act, 1957, BBL-2016, MPD Act-2021, NGT and DPCC, in connivance with the Junior Engineer Building-2 of this ward and his higher officials. The Complainant lists the following deficiencies in the alleged unauthorised construction:

- 1) This is factory/mill land, its CLU (Change Land Use) has not been done and residential flats are being constructed on this land.
- 2) In this building construction, gravel, dust, cement and bricks are spread openly on the road and due to cutting of stones, bricks inside the building by machines environment gets damaged to a great extent.
- 3) By constructing balconies on this illegal building, the government land is being encroached upon, which is harmful for the society.

- 4) It has been observed that very poor quality material is being used in this illegal construction, due to which a major accident can occur at any time, causing huge loss of life and property.
- 5) It appears that the work of installing lift in this property is being carried out by some substandard company without taking permission from the Municipal Corporation, which can prove fatal for the residents at any time.
- 6) Construction is being carried out in this building illegally by using bore well/submersible.
- 7) There is no arrangement for storing rainwater in this building.
- 8) This building has not been constructed as per Building Bye Laws, 2021.

The complainant has prayed that the illegal construction work should be stopped immediately and this whole building should be booked for demolition as the land on which the same is build is a factory/mill land and this construction is being done without (CLU).

## **2. Proceedings in the Public Grievance Commission**

The PGC has convened the 1<sup>st</sup> hearing in the matter on 14.09.2026.

## **3. Facts emerged during the proceedings**

The complainant appeared in person. No officer from MCD appeared specifically in response to the notice issued in the present matter. However, Shri B. Srinivas, Assistant Engineer (Building-II), Shahdara North Zone, MCD, who was present before the Commission in connection with another complaint filed by the same complainant, stated that the subject property falls within his jurisdiction and agreed to represent the respondent department in the present matter as well. Shri B. Srinivas requested that a copy of the complaint be supplied to him to enable the department to examine the allegations and submit an Action Taken Report. The complainant agreed to supply a copy of the complaint.

## **4. Observations of the Commission**

The Commission notes that the allegations made in the complaint concern unauthorised construction and require examination by the MCD under the applicable provisions of the Delhi Municipal Corporation Act, 1957. Although no officer appeared specifically in response to the notice issued in the present matter, Shri B. Srinivas, Assistant Engineer (Building-II), Shahdara North Zone, MCD, who was present in connection with another matter, has agreed to examine the present complaint and submit an Action Taken

Report. The respondent department is therefore required to place on record the status of the construction and the action taken.

**5. Directions**

The complainant is directed to supply a complete copy of the complaint and its annexures to Shri B. Srinivas, Assistant Engineer (Building-II), Shahdara North Zone, MCD. The respondent department is directed to examine the complaint and file an Action Taken Report on the next date of hearing, setting out the status of the construction and the action taken under the DMC Act, 1957.

The next date of hearing is fixed for 12.10.2026 at 11.30 am.

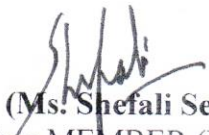
**No.F.PGC/2026/A.II/MCD/637** 9413

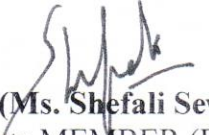
**To,**

1. The Commissioner, Municipal Corporation of Delhi, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi – 110002.
2. The Dy. Commissioner, Zonal Office Building, 1<sup>st</sup> floor, Keshav Chowk near Shyam Lal College, Shahdara, Delhi -110032.
3. The Technical Officer (PGC) to upload this order on the website of the PGC.

**Copy for information to:**

3. Sh. Subhash Chand Sharma, R/O 1/3389, Second Floor, Ramnagar, Sahara, Delhi – 110032. M. No. 9818108585

  
(Ms. Shefali Sewak)  
Part-Time MEMBER (PGC)  
**Dated:** 16/9/26

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