

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
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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: 5th October, 2026

Complainant : Shri Mukesh
Respondent : The Commissioner,
Municipal Corporation of Delhi,
Dr. Shyama Prasad Mukherjee Civic Centre,
Delhi-110002
Through :
Shri Manoj Kumar, Assistant Engineer (Building)
Shri Sudharshan Bhattacharya, DGM BSES

Grievance No. : PGC/2026/A-II/MCD &BSES/628

1. Brief Facts of the Case

The complainant has filed a grievance in the Commission against unauthorized commercial activities being carried out from the basement of a residential premises. He stated that a commercial establishment is operating under the name "Reformed Hair Centre" being run from the basement of property No. C-32, Block C, Panchsheel Enclave, New Delhi-110017. He also stated that despite repeated complaints to the Municipal Corporation of Delhi, BSES and the local police authorities, but no effective action has been taken. The complainant has requested for prompt intervention in the interest of public safety and the welfare of the residents.

2. Facts emerged during the hearing

2.1 The complainant is not present.

2.2 Shri Manoj Kumar, Assistant Engineer (Bldg.) from MCD is present and submitted action taken report, stating the following :-

i. That the instant report is being filed pursuant to order dated 3.9.2026 of this Hon'ble Commission.

ii. It is submitted that so as to ascertain the status of the subject property, the same has been got inspected through area field staff of Building Department-1 of South Zone-MCD and it has been noticed /revealed that the illegal commercial/misuse activity is being carried out from the subject property at Basement in the shape of running of 'Clinic' under the name and style of "Reformed Hair Centre". Taking cognizance of the same, the necessary Notices u/s 345-A of DMC Act, 1957, dated 1.10.2026 has been issued to the owner /occupier by the Competent Authority i.e. Deputy Commissioner of South Zone-MCD with the directions to Show Cause within 48 Hours from the receipt of notice as to why the premises in question be not sealed. The copy of the said Show Cause Notice is also annexed herewith as Annexure-A.

iii. Further action in respect of the subject property will be taken/carried out in due course of time, by following due process of law."

2.3 Shri Sudharshan Bhattacharya, DGM from BSES is present and submitted action taken report, stating the following :-

.....

i.. In compliance with the said order, it is submitted that as on date, BRPL has not received any official communication or intimation from the Municipal Corporation of Delhi (MCD) regarding sealing action at the property in question.

ii. It is submitted that BRPL can take appropriate action regarding the electricity connection only upon receipt of the requisite communication from MCD. Since no such communication from MCD has been received till date, the electricity meter at the subject premises has not been disconnected.

iii. The above status is being submitted for the kind information of the Hon'ble Commission and for further directions, if any.....".

3. Directions of PGC

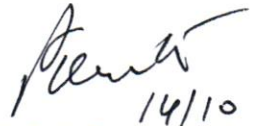
3.1 The Commission after hearing the MCD official Shri Manoj Kumar, Assistant Engineer (Building) is giving one month time to file a comprehensive action taken report in the next hearing. The BSES should also be kept informed by MCD during the necessary action.

3.2 The Deputy Secretary (PGC) is directed to monitor the case.

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

3.3 The next date of hearing in the case has been scheduled on 12th November, 2026 at 2,30 p.m.

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


14/10
(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/MCD & BSES/628/ 11065-11070

Dated : 15/10/26

1. The Commissioner (MCD), Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi-110002
2. The Deputy Secretary, PGC, Public Grievances Commission, ITO
3. The Assistant Engineer (Bldg.), South Zone, MCD, Office of the Executive Engineer (Bldg)-1, South Zone, Green Park, New Delhi
4. The Technical Officer, PGC with the direction to upload the same on the website of PGC
5. The Manager (BSES Rajdhani), BSES Bhawan, Nehru Place, New Delhi-110019.
6. Shri Mukesh, R/o Block C, Panchsheel Enclave, New Delhi-110017.