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 25.9.97

Date of hearing: 27.10.2026

Complainant	:	Sh. B.S.Rana,
Respondent	:	Deputy Commissioner, Narela Zone, Municipal Corporation of Delhi
Grievance No.	:	PGC/2025/MCD/311

1. **Brief facts of the complaint**

Shri B.S.Rana has filed a grievance in the Commission regarding encroachment on public land by one Sh. Arun Kumar, shopkeeper who has encroached the road in front of MCD Primary School, Khera Kalan and inaction of Municipal Officers.

2. **Proceedings in the Public Grievances Commission**

The PGC has convened 9th hearing in the matter on 27.10.2026, wherein the following were present :

Complainant	:	Present
Respondent	:	Sh. Ajay Rana, Licensing Inspector, Narela Zone

3. **Relevant facts that emerged during the hearing :**

Shri Ajay Rana, Licensing Inspector, from General Branch, Narela Zone was present in the hearing and submitted a status report stating that :

"That the Hon'ble Commission vide order dated 24.09.2026 directed to the respondent to provide complete details of encroachment removal action taken in

the matter and legal action taken if any against the encroacher. In this regard, it is submitted that an encroachment drive was conducted on 15.09.2026, 15.10.2026, 19.10.2026 & 21.10.2026 and during the raid it was found that there was no encroachment at the site. Photographs of the same are attached herewith. Again a watch and ward request has also been sent to concerned Police station with a request to ensure regular vigilance at the site, so that fresh encroachment is not happened again.

This is submitted for the kind perusal of the Hon'ble Public Grievances Commission."

3.2 Action Taken Report furnished by the department has been taken on record. As the complainant is not present in today's hearing another opportunity is given to the complainant to submit his observations, if any, on the report of the department.

4. Recommendations of the PGC :

Asstt. Commissioner, Licensing, Narela Zone, Municipal Corporation of Delhi is advised to depute an officer of a suitable rank to remain present in the Commission on the next date of hearing.

5. Next Date of Hearing : 03.12.2026 at 11.30 A.M.

28/11/26

(R.P.UPADHYAYA), IPS (RETD.)
MEMBER

No. PGC/2025/MCD/311/ 11766-67 Dated: 2/11/26

To:

Asstt. Commissioner, Narela Zone, Municipal Corporation of Delhi, Opp. Police Station, Narela, Delhi 110040

Copy for information to :

Shri B.S.Rana, H.No. 105/4 & 243, Khera Kalan, Delhi – 110082