PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110002
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: 04.11.2026

Complainant	:	Sh. Chattar Singh Rachoya,
Respondent	:	Deputy Commissioner, Narela Zone, Municipal Corporation of Delhi
Grievance No.	:	PGC/2025/MCD/281

1. **Brief facts of the complaint**

Shri Chattar Singh Rachoya has filed a grievance in the Commission regarding encroachment on public toilet block, behind Nangloi Metro Station, Phase-2, Nangloi which is being used as Parking.

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

The PGC has convened 10th hearing in the matter on 04.11.2026, wherein neither the complainant nor any departmental representative was present. This has been viewed adversely by the Commission.

3. **Recommendations of the PGC :**

Deputy Commissioner, Narela Zone, Municipal Corporation of Delhi is advised to take note of para 2 above, direct the concerned officers to take necessary action in the matter, as per Rules and depute an officer of a suitable rank to remain present in the Commission on the next date of hearing alongwith an Action Taken Report.

4. **Next Date of Hearing** : 30.12.2026 at 11.30 A.M.

05/11/26

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

No. PGC/2025/MCD/281/ 12344-345 Dated : 9/12/26

To:

Deputy Commissioner, Narela Zone, Municipal Corporation of Delhi, Opposite Police Station, Narela, Delhi – 110040 (011-27283262)

Copy for information to :

Sh. Chattar Singh Rachoya, C-850, Phase-2, Nangloi, Delhi – 110041
(Ph.No. 9811928461)