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: 05.11.2026

Complainant	:	Sh. Ram Babu
Respondent	:	Deputy Commissioner, Narela Zone, Municipal Corporation of Delhi
Grievance No.	:	PGC/2026/MCD/520

1. Brief facts of the complaint

Shri Ram Babu has filed a grievance in the Commission against inaction of officers of Building Department, Narela Zone, Municipal Corporation of Delhi in stopping unauthorized construction and encroachment on public land by owner of H.No.389, Shahbad Dairy, Near Shiv Mandir, Delhi

2. Proceedings in the Public Grievances Commission

The PGC has convened fifth hearing in the matter on 05.11.2026, wherein the following were present :

Complainant	:	Present
Respondent	:	Sh. Hariom Meena, JE Narela Zone/Outer North Zone

3. Relevant facts that emerged during the hearing :

Shri Hariom Meena, Jr. Engineer (B), Outer North Zone was present in the hearing and submitted a status report, in continuation to the previous report, stating that :

"Subject: Further Action Taken Report in respect of complaint of Sh. Ram Babu regarding alleged unauthorized construction at Property No. 389, A-Block, Shahbad Dairy, Delhi

Grievance No.: PGC/2026/MCD/520

With reference to the above-mentioned grievance and the directions issued by the Hon'ble Public Grievances Commission, the updated status/action taken report is submitted as under

1. That the Building Department, Outer North Zone, MCD, has been taking necessary steps in the matter in accordance with the relevant provisions of the Delhi Municipal Corporation Act, 1957.

2. That demolition programmes were fixed on 02.09.2026, 05.10.2026, 12.10.2026 and 22.10.2026 under the jurisdiction of Police Station Shahbad Dairy. However, demolition action could not be carried out on the aforesaid dates due to non-availability of police force from the concerned Police Station.

3. That the demolition action could not be executed due to the aforesaid circumstances. The Building Department shall take further necessary action in accordance with the provisions of the DMC Act, 1957, subject to availability of requisite police assistance.

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

4. Recommendations of the PGC

4.1 Ex. Engineer (B), Outer North Zone is advised to take further necessary action in the matter as per provisions of the DMC Act, in a time bound manner and submit an Action Taken Report in the Commission on the next date of hearing.

4.2 Deputy Commissioner, Outer North Zone is advised to ensure that further necessary action in the matter is taken by the concerned officers and an Action Taken Report is submitted in the Commission on the next date of hearing.

5. Next Date of Hearing : 16.12.2026 at 11.30 A.M.

13/11/26

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

No. PGC/2026/MCD/520/ 12759-761 Dated: 13/11/26

To:

1. Deputy Commissioner, Outer North Zone, Municipal Corporation of Delhi, MCD Zonal Office Building, Narela, Near Narela Police Station, Delhi – 40. (011-27283262)

2. Ex. Engineer(Building), Outer North Zone, Municipal Corporation of Delhi, MCD Zonal Office Building, Narela, Near Narela Police Station, Delhi – 40.

Copy for information to :

Sh. Ram Babu, A-388, Shahbad Dairy, Near Shiv Mandir, Delhi – 110042