

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: 21.10.2026

Complainant : Sh. Ram Kirtan,
Respondent : Deputy Commissioner,
Karol Bagh Zone, MCD
Grievance No. : PGC/2025/MCD/183

1. Brief facts of the complaint

Sh. Ram Kirtan has filed a grievance in PGC regarding encroachment on road & foot path Guru Ravi Dass Marg by A.H. Traders situated at 1/5130, Krishan Nagar, Karol Bagh, New Delhi – 110005 and inaction by the authorities.

2. Proceedings in the Public Grievances Commission

The PGC has convened 12th hearing in the matter on 21.10.2026 wherein the following were present :

Complainant : Present
Respondent : Shri Sanjeev Sharma, L.I.,
Central Zone erstwhile Karol Bagh Zone

3. Relevant facts that emerged during the hearing :

3.1 Shri Sanjeev Sharma, Licensing Inspector, Central Zone was present in the hearing and submitted a status report stating that :

"Sub: Complaint regarding illegal encroachment at 1/5130, Krishan Nagar, Karol Bagh, New Delhi received from PGC-regarding.

1. Refer PGC vide letter no. PGC/2025/Annex. II/MCD/183/13568 dated 16.03.2026 & PGC/2025/MCD/183/9854 dated 21.09.2026.

2. In this regard it is submitted that on 19.10.2026 and all the temporary encroachment have been removed from Public land and prosecution action has been taken. A shop with the name and style of A H Traders is running there with

valid Municipal License. Photographs taken during the inspection is enclosed for reference. (Copy of Challan and raid list are also enclosed)."

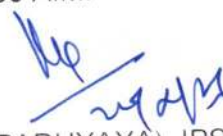
3.2 Action Taken Report furnished by the department has been taken on record. Though the MCD is claiming to take action against the encroachment in this case in last many ATRs but when specifically asked for number of encroachment removal drives taken and challans issued after 21.08.2025, surprisingly they have submitted only one challan done on 19.10.2026. This is very objectionable to keep PGC in dark. The department is supposed to take regular action against the encroachment, when the matter is in their notice. In the next hearing department will submit an updated action taken report. It should also be noted that complainant is a senior citizen who is running from pillar to post since last one year, against this problem.

4. Recommendations of the PGC

4.1 Administrative Officer, Karol Bagh Zone, Municipal Corporation of Delhi is advised to take note of para 3.2 above, take necessary action and submit an Action Taken Report in the Commission on the next date of hearing.

4.2 Deputy Commissioner, Karol Bagh Zone is advised to take note of para 3.2 above and ensure that 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 : 02.12.2026 at 11.30 A.M.


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

No. PGC/2025/MCD/183/ 11378-380

Dated : 23/10/26

To:

1. Deputy Commissioner, Karol Bagh Zone, Municipal Corporation of Delhi,
Anand Parvat, New Delhi – 110005

2. Administrative Officer, Karol Bagh Zone, Municipal Corporation of Delhi,
Anand Parvat, New Delhi – 110005

Copy for information to :

Shri Ram Kirtan, 1/5130, Krishan Nagar, Karol Bagh, New Delhi - 110005