

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 25.9.97

Date of hearing: 15.10.2026

Complainant : Sh. Rampat Azad
Respondent : Deputy Commissioner
Nazafgarh Zone, MCD
Grievance No. : PGC/2025/MCD/30

1. Brief facts of the complaint

Sh. Rampat Azad has filed a grievance in PGC regarding illegal and unauthorized construction by Smt. Gyan Wati, R/o H.No.27, Jatav Mohalla, Hod, Mahipalpur, New Delhi and inaction by the officers of Nazafgarh Zone, Municipal Corporation of Delhi.

In the hearing held in the Commission on 14.05.2025 the grievance case was ordered to be closed based on the Action Taken Report / status report submitted by the Building Department of Nazafgarh Zone, Municipal Corporation of Delhi.

Now vide letter dated 17th August, 2025 the complainant has again approached the Commission stating that Building Department has not complied with the assurances given in the hearing dated 14.05.2025 and requested to re-open the case. His request was acceded to.

2. Proceedings in the Public Grievances Commission

After re-opening the case ninth hearing in the matter was held on 15.10.2026 wherein the following were present :

Complainant : Present
Respondent : Sh. K.K.Burman,
ADC (HQ), MCD

Sh. V.S.Sharma, AC(HQ), MCD
Sh. Gaurav Kumar, EE(B)
Sh. R.C.Meena, AE(B)
Sh. Hemraj Meena, AC
Sh. Dilshad, S.I.,
Nazafgarh Zone

3. Relevant facts that emerged during the hearing :

3.1 Sh. K.K.Burman, ADC(HQ), Municipal Corporation of Delhi was present in the hearing and furnished a report stating that a strict directory / compliance letter was issued to the Deputy Commissioner, Nazafgarh Zone directing them to take immediate appropriate action and submit the comprehensive Action Taken Report directly to the Public Grievances Commission on the date of hearing.

3.2 Sh. Gaurav Kumar, Ex. Engineer (B), Nazafgarh Zone was present in the hearing and submitted a status report stating that :

"1. That the present status report is being filed by the answering Respondent/MCD (Building Department, South-West Zone/erstwhile Najafgarh Zone) in compliance of the directions of this Hon'ble Commission dated 15/09/2026.

2. That as per record available with the answering Department/MCD, it is submitted that the unauthorized construction in the shape of GF, FF, SF, 3rd floor, 4th floor with rooms at terrace (residentially occupied) stands booked under Section 344(1) and 343 of the DMC Act, addressed as "P.No.27, In front of P.No.35, Jatav Mohalla, Mahipalpur, New Delhi-37" (address as mentioned in the grievance) vide U.C. No.46/B/UC/NGZ/25 dated 11/03/2025 and simultaneously the Show Cause Notice was issued to the Owner/Builder. Thereafter, the 'Order of Demolition of Building u/s 343 of DMC Act', dated 01/04/2026 was issued and served upon the Notice, directing self- demolition of the impugned unauthorized construction/deviations within 15 days from the date of receipt of the said Order. However, the Notice failed to comply with the directions contained therein. Consequently, after following the due process of law as prescribed under the DMC Act, the Demolition Order qua the impugned unauthorized construction/deviations was passed by the Department on 21/04/2025.

3. That further the action under Section 345-A of the DMC Act was initiated, so as to take sealing action against the property under question, vide Sealing File No.EE(B)/NGZ/25/UC/SCN/D-18 dated 04/04/2025 and sealing order was passed on 22/04/2025.

4. That in addition, letter for disconnection of Water & Electricity Supply for the impugned property as well as not to Register this Property for sale & purchase, was sent to Delhi Jal Board, BSES Authorities as well as Sub-

Registrar (Revenue Deptt.) concerned vide No.EE(B)NGZ/25/D-3/102 dated 15/04/2025.

5. That in order to execute the demolition/sealing orders, the action was attempted by the Department on 16/05/2025, but they said attempt could not succeed due to non-availability of police force from P.S. Vasant Kunj (North).

6. That during the months of November & December 2025 and January 2026, the proposed demolition action could not be executed, because ban on all demolition/construction activities in Delhi NCR had been imposed categorically by the Commission for Air Quality Management in NCR & Adjoining areas, in order to prevent further deterioration of the air quality.

7. That in addition to above, as per fixed schedule, the sealing action at the property under grievance was executed by the Department with the coordination of local police force. During course of sealing action on 27/01/2026, property has been sealed at total 08 points (terrace=1 point, 4th floor=2 points, 3rd floor 2 points, 2nd floor 1 point, 1st floor=1 point & ground floor=1 point). Furthermore, a letter was also sent to Police Authority for keeping strict vigil at this sealed property, vide letter No.EE(B)NGZ/26/D-8/612 dated 27/01/2026.

8. That beside above, the Department again attempted for demolition/sealing action against the property in question on 02/04/2026 and on 21/04/2026, but on these dates action could not be executed due to shortage of time, because the enforcement action on that dates was taken by the Department at another properties in compliance to the directions of Hon'ble High Court of Delhi in a different case.

9. That here further, it is pertinent to mention that the Appellant Mrs. Gyanwati has preferred two Appeals, bearing No.160/2026 (against Demolition Order) and Appeal No.656/26 (against Sealing Order) before the Hon'ble Appellate Tribunal (MCD). After consideration of these Appeals, the Hon'ble Appellate Tribunal (MCD) has passed following orders on 22/09/2026:-

xxx xxx xxx

"In these facts, the demolition order dated 01.04.2025 and sealing order dated 22.04.2025 are set aside with directions to the respondent to pass a fresh speaking order after considering the documents and reply to be submitted by the appellant and after giving personal hearing to the appellant. The appellant shall appear before the Quasi Judicial Authority on 12.10.2026 at 2.00 pm and the speaking order be passed within 6 weeks of conclusion of the hearing.

Copy of above quoted order dated 22/09/2026 passed by the Hon'ble Appellate Tribunal, MCD is annexed herewith and marked as Annexure-A.

10. That, in compliance with the directions of the Hon'ble Appellate Tribunal, MCD, the Appellant, Mrs. Gyanvati, appeared in person before the Quasi-Judicial Authority on 12/10/2026, accompanied by her son, Sh. Divyanshu, for a personal hearing. During the course of the hearing, she submitted that the correct address of the subject property is Property No.F-126/1, Khasra No.853/1, Extended Lal Dora, Mahipalpur, New Delhi. She further contended that the property is an old, residentially occupied structure and that no fresh/new construction has been carried out by her. The Appellant also sought further

time to arrange and submit relevant documents/records in support of her contentions. Accordingly, the matter was adjourned to afford her an opportunity to furnish the requisite documents. The personal hearing proceeding is presently underway. The present compliance/status report is respectfully placed before this Hon'ble Commission for kind perusal please."

3.3 Sh. Hemraj Meena, Asstt. Commissioner, Nazafgarh Zone was present in the hearing and submitted a status report stating that :

"शिकायत कर्ता रामपत आजाद निवासी H.No-27. जाटव मौहल्ला महिपाल पुर में स्वम् दिनांक 06/07/26 को मिलकर आया और उनसे मैंने साफ सफाई को लेकर बातचित कि उन्होंने बताया के मुझे साफ सफाई कि कोई शिकायत नहीं है मेरे मकान के सामने दूसरे व्यक्ति में अपना मकान बना लिया है जो काफी ऊंची है जिसकी वजह से हमारे मकान की हवा रोशनी व मोबाइल नेटवर्क कि परेशानी आनी शुरू हो गई है और आज भी पूरी गली साफ सुथरी है हमारी MCD कि तरफ से सफाई के लिरे अनिल पुत्र दुलीचन्द RSK BIO No 52204614 mob No 9711205271 लगा हुआ है कर्मचारी कि परमानेन्ट beat है। साथ ही साफ सफाई के फोटो साथ मे सगलं किये जा रहे हैं।"

3.4 During hearing the ATRs received from the Building, DEMS and MCD HQ were discussed. Proceedings on the directions of the ATMCD are underway in the Building Department. Building Department is directed to finalise this within shortest possible time, as per DMC Act.

3.5 Complainant present in the hearing has raised following two issues which pertains to DJB and DEMS.

- (i) Problem of potable water which is probably contaminated by leaking sewer lines.
- (ii) Cleaning of sewer lines

Sh. Hemraj Meena, Asstt. Commissioner, DEMS has been directed to remove the problem No.1 and evolve a suitable solution at the earliest since the matter pertains to potable water.

For 2nd issue, in the next hearing DJB should also be summoned.

In the next hearing a final ATR from Building Department as well as DEMS Department shall be submitted so that the matter can be taken to a logical conclusion, as the complainant is pressing hard for a final solution.

4. Recommendations of the PGC

4.1 Ex. Engineer (B), Nazafgarh Zone is advised to take note of para 3 above, take further necessary action in the matter as per provisions of the DMC Act and remain personally present in the Commission on the next date of hearing alongwith an Action Taken Report.

4.2 Asstt. Commissioner, Nazafgarh Zone, Municipal Corporation of Delhi is advised to take note of para 3 above, take necessary action in the matter as per provisions of the DMC Act and remain personally present in the Commission on the next date of hearing alongwith Action Taken Report.

4.3 Deputy Commissioner, Nazafgarh Zone is advised to take note of para 3 above and ensure that further necessary action in the matter is taken by the concerned officers as per provisions of the DMC Act and an Action Taken Report is submitted in the Commission on the next date of hearing.

4.4 Addl. Deputy Commissioner (HQ), Municipal Corporation of Delhi is exempted from further hearings in the matter with the advice to ensure proper representation from the Nazafgarh Zone in future hearings of the Commission.

4.5 Chief Executive Officer, Delhi Jal Board is advised to take note of the instant matter and direct the concerned officers to take necessary action and submit an Action Taken Report in the Commission on the next date of hearing.

5. Next Date of Hearing : 26.11.2026 at 11.30 A.M.


(R.P. UPADHYAYA), IPS (RETD.)
19/10/26, MEMBER

No. PGC/2025/MCD/30

11/58-11/62

Dated:

19/10/26

To:

1. Deputy Commissioner, Nazafgarh Zone, Municipal Corporation of Delhi, Dhansa Road, Near Dhansa Bus Stand, Nazafgarh, New Delh – 110043. (011-28014302)
2. Chief Executive Officer, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya, Jhandewalan, Delhi - 110055
3. Ex. Engineer (B), Nazafgarh Zone, Municipal Corporation of Delhi, Dhansa Road, Near Dhansa Bus Stand, Nazafgarh, New Delhi – 110043. (011-28014302)
4. Asstt. Commissioner, Nazafgarh Zone, Municipal Corporation of Delhi, Dhansa Road, Near Dhansa Bus Stand, Nazafgarh, New Delh – 110043. (011-28014302)

Copy for information to :

Sh. Rampat Azad, S/o Late Shri Chandu Mal, R/o F-452, Mahipalpur, New Delhi – 110037 (Ph.No. 9871401583)