

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: 13.10.2026

Complainant : Smt. Premlata
Respondent : Dy. Commissioner
Shahadara North Zone, MCD
Grievance No. : PGC/2026/A-II/MCD/438

1. Brief facts of the complaint

Smt. Premlata has filed a grievance in PGC regarding inaction of the officers of Shahadara North Zone for allotment of alternative shop for Shop No.48, Loni Road allotted in her name by the MCD.

2. Proceedings in the Public Grievances Commission

The PGC has convened sixth hearing in the matter on 13.10.2026 wherein the following were present :

Complainant : Present (through her husband)
Respondent : **Absent**

Neither anyone was present from the Shahadara North Zone nor any status report was submitted. This has been viewed adversely by the Commission as the same has led to harassment to the complainant and wastage of precious time of the Commission. The matter is being brought to the notice of the Deputy Commissioner, Shahadara North Zone and in case of the same attitude on the next date of hearing Commission will be compelled to call for the personal appearance of the Deputy Commissioner.

3. Recommendations of the Commission

3.1 Asstt. Commissioner, Shahadara North Zone is once again advised to take necessary decision in the matter, as per Rules and remain personally

present in the Commission on the next date of hearing along with an Action taken report.

3.2 Deputy Commissioner, Shahadara North Zone is advised to take note of para 2 above and ensure that necessary action in the matter is taken by the concerned officers and depute Asstt. Commissioner to attend the next hearing in the Commission alongwith an Action Taken Report.

4. Next Date of Hearing : 19.11.2026 at 11.30 A.M.

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(R.P. UPADHYAYA), IPS (RETD.)
17/10/26
MEMBER

PGC/2026/A-II/MCD/438 11022-11024

Dated : 14/10/26

To:

1. Deputy Commissioner, Shahadara North Zone, Municipal Corporation of Delhi, Keshav Chowk, Near Welcome Metro Station, Shahadara, Delhi-53
2. Asstt. Commissioner, Shahadara North Zone, Municipal Corporation of Delhi, Keshav Chowk, Near Welcome Metro Station, Shahadara, Delhi -53

Copy for information to :

Smt. Premlata, W/o Sh. Bhimesh Kumar, 1225 A, Ph-I, Sector-3, Gali No. 6, Laxman Vihar, Gurgaon, Haryana, 122001