PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, VikasBhawan, 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: 15.10.2026

Complainant	:	Smt. Pushpa Sajwaan
Respondent	:	Chairman New Delhi Municipal Council
Grievance No.	:	PGC/2025/NDMC/291

1. Brief facts of the complaint

Smt. Pushpa Sajwaan has filed a grievance in PGC regarding unauthorized occupancy of her house No.40/18, Lal Quarter, Kidwai Nagar East, New Delhi – 110023, by the officials of NDMC and encroachment on public land by some other occupants of the area i.e. owners of Flat No.40/1, 40/3, 40/9 and 40/26 Lal Quarter, Kidwai Nagar East causing hindrance in smooth passage to her flat.

2. Proceedings in the Public Grievances Commission

The PGC has convened 10th hearing in the matter on 15.10.2026 wherein the following were present:

Complainant	:	Present
Respondent	:	Sh. Rakesh Dahiya, Director (EBR), Sh. B.L.Meena, AE (EBR), Sh. Devender Kumar, JE(EBR) NDMC

3. **Relevant facts that emerged during the hearing**

3.1 Shri Rakesh Dahiya, Director (EBR), New Delhi Municipal Council was present in the hearing and submitted a status report stating that :

"Subject: Complaint received through NDMC PGC Grievance No. PGC/2025/NDMC/291.
Ref.: Premises No. 40/1, 40/3, 40/9 & 40/26, Lal Quarter, East Kidwai Nagar, New Delhi.

ACTION TAKEN REPORT

A hearing in respect of the above-mentioned premises was held before the Hon'ble Public Grievance Commission (PGC) on 17.09.2026. The Hon'ble Commission, recommended as under:

"4.1 Director (EBR), NDMC is advised to take note of para 3.2 & 3.3 above, take further necessary action in the matter, as per Rules and remain personally present in the Commission on the next date of hearing alongwith Action Taken Report.

4.2 Chairman, NDMC is advised to take note of para 3.2 & 3.3 above and ensure that further necessary action as per Rules is taken by the concerned officers and an Action Taken Report is submitted in the Commission on the next date of hearing".

Regarding unauthorized construction of Lal Quarters:-

In compliance with the directions of the Hon'ble Commission, it is submitted that Show Cause Notices for Demolition under Section 247 of the NDMC Act, 1994, dated 27.07.2026, were issued and served upon the respective owners/occupiers of 40/1, 40/3, 40/9 and 40/26, Lal Quarter, East Kidwal Nagar, New Delhi, in respect of unauthorized constructions/encroachments, including extensions observed in the front, rear and side portions and on the upper floors of the said quarters.

A copy of the Show Cause Notices dated 27.07.2026 in respect of Quarter nos. 40/1, 40/3, 40/9 and 40/26 were supplied to the Hon'ble PGC.

Subsequently, in response to the aforesaid Show Cause Notices, a request letter dated 25.08.2026 was received from the General Secretary, Lal Quarters Resident Welfare Association (Regd.), Kidwai Nagar (East), New Delhi-110023, seeking an opportunity of personal hearing.

Accordingly, in the interest of natural justice, an opportunity of personal hearing was granted to the representatives of the Resident Welfare Association. The personal hearing was held in the office of the Director (E-BR), NDMC, on

07.09.2026, during which the representatives of the RWA made certain submissions in the matter.

In response to the submissions made during the personal hearing, and keeping in view the humanitarian aspect of the matter, an opportunity was granted to the residents/occupiers to place relevant records and further submissions on record. Accordingly, on the request of the RWA, the next date of hearing was fixed for 09.10.2026. A copy of the Minutes of Meeting/record of the aforesaid personal hearing was also provided to the Commission.

It is further submitted that the personal hearing scheduled for 09.10.2026 could not be held due to a large protest near Jantar Mantar, which resulted in the closure of the route to Palika Kendra, New Delhi. In this regard, the Chairman, RWA, Lal Quarters, East Kidwai Nagar, New Delhi, contacted the Department telephonically and requested that the personal hearing be rescheduled towards the end of the month.

Accordingly, the personal hearing has been rescheduled for 27.10.2026.

The further course of action shall be decided on the basis of the outcome of the personal hearing and examination of the relevant records in respect of all 40 quarters of Lal Quarters, East Kidwai Nagar, New Delhi, including the owners/occupiers of 40/1, 40/3, 40/9 and 40/26, in accordance with the applicable provisions of the NDMC Act, 1994, Rules and other applicable norms. This is submitted for kind information please."

3.2 Complainant present in the hearing informed that flat Nos. 40/1, 40/3, 40/9 and 40/26 were served number of Show Cause Notices by the NDMC, during the last 5 years, for unauthorized construction / encroachment on public land but the same were not taken to a logical conclusion, contradicting the fact submitted by the NDMC during the last date of hearing i.e. 17.09.26 wherein it has been mentioned that "*as per available records, no Show Cause Notice for demolition has been issued during the last five years against the owners / occupiers of the following four quarters :40/1, 40/3, 40/9 and 40/26, Lal Quarter, East Kidwai Nagar, New Delhi."*

Further it has been mentioned that in addition to the Show Cause Notices dated 27.07.2026, similar Show Cause Notices had also been issued in the year 2017.

Three representations enclosing some copies of these SCNs and enlisting her other grievances were submitted by the complainant. Copies of the same are enclosed with this order for necessary action.

3.3 Since the initial complaint of the complainant was about unauthorized construction / encroachment on public land on Flat Nos. 40/1, 40/3, 40/9 & 40/26 leading to the hindrance in smooth excess to her flat, Commission is of the opinion that action against unauthorized construction / encroachment on public land in these 04 flats may be prioritized and action on the remaining flats may be taken in due course of time, as per Rules.

4. Recommendations of the PGC

4.1 Director (EBR), NDMC is advised to take note of para 3.2 & 3.3 above and take further necessary action in the matter, as per Rules.

4.2 Chairman, NDMC is advised to take note of para 3.2 & 3.3 above and ensure that further necessary action as per Rules is taken by the concerned officers in a time bound manner.

With the above directions the matter stands closed at the level of the Commission.

27/4/26

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

No. PGC/2025/NDMC/291 1552-554 Dated: 28/10/26

To:

1. Chairman, New Delhi Municipal Council, Palika Kendra, Parliament Street, New Delhi – 110001 (Ph.No. 011-23743579)
2. Director (EBR), New Delhi Municipal Council, Palika Kendra, Parliament Street, New Delhi – 110001 (Ph.No. 011-23743579)

Copy for information to :

Smt. Pushpa Sajwaan, H.No. 960, First Floor, Type-2, Laxmibai Nagar, New Delhi - 110023 (Ph.No. 9311594969)