

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: 15.10.2026

Complainant : Smt. Rachna Malhotra,
Respondent : Deputy Commissioner,
Civil Lines zone
Municipal Corporation of Delhi,
Grievance No. : PGC/2026/MCD/653

1. Brief facts of the complaint

Smt. Rachna Malhotra has filed a grievance in PGC against illegal operations and extreme noise pollution by "Fluxfit Gym" on first floor of the property No. 1602, Outram Lines, GTB Nagar and is worsening the health conditions of her husband who is a neuro patient.

2. Proceedings in the Public Grievances Commission

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

Complainant : Present (through her daughter)
Respondent : Sh. Ashok Kumar, PHI
Civil Lines Zone

3. Relevant facts that emerged during the hearing :

Shri Ashok Kumar, Public Health Inspector, Civil Lines Zone was present in the hearing and submitted a status report stating that :

"With reference to your letter. No. PGC/2026/Annex II/MCD/653/10372 dated 29.09.2026 regarding the complaint of Smt Rachna Malhotra, it is submitted that the undersigned office had already issued a show-cause notice vide letter No. DHO/CLZ/2026/594 dated 08.07.2026 regarding the operation of a gym under

the name and style of M/s Fluxfit Gym, situated at Property No. 1603, FF, Outram Lines, Kingsway Camp, Delhi-110009, without a valid Municipal Health Trade Licence. However, the trader did not submit any reply to the said notice

Subsequently, a closure notice was issued to 5mt Amanpreet Kaur proprietor/operator of M/s Fluxfit Gym, situated at the above-mentioned address vide letter No. DHO/NZ/2026/1162 dated 09.10.2026.

In response to the closure notice, the trader submitted a reply along with an affidavit to the undersigned office vide Diary No: 1837 dated 14.10.2026, stating that the gym and other commercial activities at the said premises had been closed. The trader further stated that no commercial activities would be carried out at the premises in future without obtaining a valid MCD Municipal Health Trade Licence.

It is further submitted that, if any commercial activity is found to be operating at the said premises without a valid Municipal Health Trade Licence in future, appropriate action shall be taken as per the provisions of the DMC Act."

3.2 The ATR of the department has been taken on record. According to report the gym and other commercial activities at the said premises had been closed. A copy of the status report furnished by the department was handed over to the complainant. Complainant informed that gym has been closed w.e.f. today only. Till yesterday it was open. MCD is directed to ensure that no gym or any other commercial activities are permitted at the premises without permission/license. MCD is also directed to do regular monitoring at the site so that the gym is not reopened till the time a valid license or permission is there from MCD.

4. Recommendations of the PGC

Deputy Health Officer, Civil Lines Zone, Municipal Corporation of Delhi is advised to take note of para 3.2 above and take further necessary action, if any, accordingly. A Status Report in the matter be submitted in the Commission on the next date of hearing, through an officer of suitable rank.

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


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

No. PGC/2026/MCD/653

11178779

Dated :

19/10/26

To:

Deputy Health Officer, Civil Lines Zone, Municipal Corporation of Delhi, 16
Rajpur Road, Delhi - 110054

Copy for information to :

Smt. Rachna Malhotra, R/o 1602, 1st Floor, Outram Lines, GTB Nagar, Delhi -
110009