



\$~13

* **IN THE HIGH COURT OF DELHI AT NEW DELHI**

+ **W.P.(C) 2088/2023**

JAN SEVA WELFARE SOCIETY (REGD)Petitioner

Through: Mr. Yogesh Goel, Mr. Aryan Singh,
Advocates alongwith Petitioner Ajay
Aggarwal in person.

versus

UNION OF INDIA AND ORSRespondents

Through: Ms. Sakshi Popli, ASC and Mr.
Jitendra Kumar, ASC for NDMC.
Mr. Arjun Pant, Advocate with Mr.
Aniket Singh, A.D. Horticulture for
DDA.
Mr. Tarveen Singh Nanda, GP for
Delhi Cantonment Board.
Mr. Sameer Vashisht, Standing
Counsel (Civil) GNCTD for R-3.
Mr. Manu Chaturvedi, Standing
Counsel for MCD/R-5.
Mrs. Avnish Ahlawat, Standing
Counsel, DPCL alongwith Mr. Nitesh
Kumar Singh, Ms. Laavanya Kaushik,
Ms. Aliza Alam and Mr. Mohnish
Ahlawat, Advocates for DPCL/.R-7.
Mr. Sharique Hussain, Advocate for
BSES/R-8 & 9.
Mr. Moksh Arora, Mr. Santosh
Ramdurg, Advocates alongwith Mr.
Amit Singh, AGM Legal for
TPDDL/R-10.

CORAM:

HON'BLE THE CHIEF JUSTICE

HON'BLE MR. JUSTICE TUSHAR RAO GEDELA



ORDER
07.02.2025

%

1. In compliance of an order passed by the Court on 27.02.2024, the Municipal Corporation of Delhi has filed a status report stating therein that a third party audit of the toilets was conducted and that the condition of the toilets have been found satisfactory. Such a claim is being vehemently refuted by the learned counsel representing the petitioner.
2. In the status report, the Municipal Corporation of Delhi (MCD) has also stated that they have launched an App for receiving complaints for redressal of grievances relating to public toilets. In this respect, learned counsel for the petitioner states that no such mention of any App for redressal of such grievances is made on the toilets, neither any such information has been depicted which does not allow the members of the general public to approach the MCD for lodging the complaint in respect of malfunctioning of the toilets.
3. In the aforesaid view of the matter, we direct that the Municipal Corporation of Delhi shall take appropriate steps to publicize availability of the said App widely through the newspapers having wide circulation in the city of Delhi and also by taking recourse of other means of publicity. Such information regarding availability of the App shall also be displayed on the respective toilets.
4. Learned counsel representing the Delhi Development Authority (DDA) submits that audit of the toilets has been completed and accordingly, he shall file the status report. Let a detailed status report be filed by Delhi Development Authority.
5. We have also perused the status report/affidavit filed on behalf of the



New Delhi Municipal Council (NDMC) pursuant to our order dated 27.02.2024, however, the said status report does not give details of the audit. Accordingly, we direct that a fresh detailed status report be filed by the NDMC.

6. Having regard to the utility of an App for the purposes of attending to the grievances in relation to malfunctioning of the toilets in the city, we are of the opinion that in case a single/common App is developed which is used by all the agencies namely MCD, NDMC and DDA, the same would make it easy for the citizens to lodge complaints and seek redressal in this regard. We, therefore, direct that a meeting of the Acting Vice Chairman of Delhi Development Authority and the Municipal Commissioners of NDMC and MCD be convened to discuss the prospects of development of such a common App. We expect that all these three agencies shall make their earnest endeavour to work out a solution for developing a common App so as to ease the process of making complaints.

7. List on 09.04.2025.

DEVENDRA KUMAR UPADHYAYA, CJ

TUSHAR RAO GEDELA, J

FEBRUARY 7, 2025

kct