

**PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903**

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Grievance No. PGC/2018/A.II/DTC/02/

Date of hearing: 04.12. 2018

Complainant : Shri Prem Chand, Present

Respondent : Chairman & Managing Director,
Delhi Transport Corporation
Through Sh.Suneet Mudgal,
General Manager, DIMTS Ltd.

1. Brief facts of the case:

1.1 Shri Prem Chand, filed a complaint in PGC on 19.9.2018 against the harassment meted out to him and his mentally challenged son by the three ATI (Ticket Checkers) of DTC on 7.7.2018 at Surya Nagar Bus Stop (Near Anand Vihar) on route No.165 while he was coming back from Swami Dayanand Hospital along with his son. He further stated that he showed the Handicapped Certificate/Card of his son to the ATIs when they asked for the tickets from him, but they did not listen to him and took away the Handicapped Certificate of his son. He has requested for strict action against the said officials for the harassment and return of original handicapped certificate/Card of his son.

2. Facts emerged during the proceedings.

2.1 An ATR has been filed by Shri Suneet Mudgal, General Manager, DIMTS Ltd. stating that "...it has emerged during the enquiry that the complainant, Shri Prem Chand, who was travelling in the aforesated Cluster bus on 07.2.2017 with his disabled son, was not in possession of valid DTC pass at the time of travel in the said cluster bus. The checking staff asked the complainant for a valid travel instrument and when the

complainant failed to produce it, they, as part of their duty, asked the complainant to pay a fine of Rs.200/- towards the unauthorised travel of the complaint which the complainant declined to pay. As per record, however, no penalty was actually imposed by the checking staff on the complainant. The checking staff did not take any further action in the matter and the complainant alighted from the bus with his son at Surya Nagar bus stop. The checking staff has also clarified that no scuffle took place between them and the complainant on this issue. The checking staff has also clarified that they did not take and retain the disability card from the complainant. The act and conduct of the checking staff was in fulfilment of their duties as the revenue collected from cluster buses is a government receipt. Though it is not possible to conclusively comment upon the allegation of seizure of the disability card as the checking staff has denied this allegation, the checking officials have been told to sympathetic and more considerate to such and other commuters during checking.

In the ATR, the Commission was apprised by the respondent department that “the provisions that entitle disabled persons free travel in DTC and Cluster buses, DTC, in accordance with the provisions of Persons with Disability Act, 1995, issues passes to disabled persons to allow them Free Travel in DTC and cluster buses plying on city routes in Delhi. These passes are issued by DTC to eligible persons on application and production of proof of disability. That on escort is allowed to travel free with the person suffering from mental retardation & mental illness. Accordingly, in order to avail the facility of free travel in DTC and Cluster buses, disabled persons covered under the Persons with Disability Act, 1995, should be in possession of Free Bus Pass issued by DTC.”

2.2 The complainant was informed about the suitable action taken by the General Manager, DIMTS on his complaint. The complainant stated that he has already obtained another copy of Handicapped Certificate and has no complaint in this regard. However, the Commission advised him to approach Shri Suneet Mudgal, General Manager, DIMTS for getting assistance, if any, with regard to getting the Attendant Pass to enable him to travel free in DTC and Cluster buses, with his handicapped son, as per rules. The General Manager, DIMTS assured all cooperation to the complainant in this regard in coordinating with DTC also or in any other matter relating to his harassment, in future.

3. Directions

3.1 In view of the above, the Commission appreciates the pro-active / helpful approach of General Manager, DIMTS, by enquiring into the matter on priority, filing a comprehensive ATR and also in disposing the grievances of the Complainant.

3.2 The Commission also advises General Manager, DIMTS to ensure that suitable directions are issued to the staff of the Company and also prominently displayed in buses with the advice to the staff to be courteous and sympathetic towards the commuters, especially, differently abled persons and no harassment or humiliation is meted out to any commuter in future. Further, guidelines relating to availing of special concessions / free travel in DTC/Cluster buses by these differently abled persons should also be displayed in the buses to make them aware of their rights.

3.3 The General Manager should also provide assistance complainant in getting his free pass to travel with his son, so that in future he does not have problem.

3.4 Hence, in view of the action taken by the respondent department and advice given to the complainant, the matter is disposed in the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

Copy to:

- 1 The Chairman & Managing Director, Delhi Transport Corporation,
I.P. Depot, I.P.Estate, New Delhi-11002.
2. The Commissioner (Transport), GNCT of Delhi, 5/9, Underhill Road,
Delhi-110054.
3. The Managing Director & CEO, Delhi Integrated Multi-Modal Transit
System Ltd., 1st Floor, Maharana Pratap ISBT Building, Kashmere Gate, Delhi-
110006.
4. Sh. Raj Kr. Singh, Sr.Manager(Admn.)/Nodal Officer(PGC), Delhi
Transport Corporation, P.G. Cell, I.P.Estate, New Delhi.
5. Shri Prem Chand.