

**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**

Date of hearing: 24.08.2020

PGC/2020/A-II/DTC/03

Complainant : Shri Shatrughan Prasad,

Respondent : Chairman-cum-Mng.Director
Delhi Transport Corporation
Through :-
Shri Dinkar Saini,
Manager (Traffic), DTC,
Shri B.S. Chauhan,
Senior Manager (Admn.)

1. Brief facts of the complaint

The complainant Shri Shatrughan Prasad (General Secretary), Jan Kalyan Vikas & Sudhar Society (Badarpur) has made online complaint in PGC requesting for starting the bus service again, especially for women commuters in morning hours between 6.00 a.m. to 9.00 a.m. from Gautam Puri to New Delhi Railway Station.

2. Facts emerged during the proceedings

Shri B.S. Chauhan, Senior Manager (Admn.)/Nodal Officer and Shri Dinkar Saini, Manager (Traffic), DTC are present alongwith status report stating the following :-

"At present 23 buses (2 WPD, 21 SBPLD) on route No. 479 and 6 buses (5 SVD, 1 KJD) are being running on route No. 460 are deployed from Gautampuri, Main Mathura Road to Medical and New Delhi Station respectively. Commuters can reach their destination by using these buses as per their convenience. Additional buses cannot be provided on these routes due to the paucity of buses. The Corporation may consider to increase the number of buses on these routes in future, if new buses come in the fleet.

3. Directions

3.1 In view of the submissions of the Corporation, the Commission has decided to close the case in PGC

**(SUDHIR YADAV)
MEMBER(PGC)**

1. The Chairman-cum-Managing Director, Delhi Transport Corporation, I.P. Estate, New Delhi-110002.
2. Shri B.S. Chauhan, Senior Manager (dmn.), Delhi Transport Corporation (Headquarters), I.P. Estate, New Delhi-110002
3. Shri Sandeep Kumar, Manager (Traffic), DTC, Govt. of NCT of Delhi, Scindia House, New Delhi-110001.
4. Shri Shatrughan Prasad