

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 25.9.1997

Date of hearing: 24th August, 2026

Complainant : Shri Om Singh Katariya

Respondent : The Chairman,
Delhi Transport Corporation
Through :-

Shri Rahul Saini, Manager (Mech.), DTC
Shri Ravinder Singh, JE (Civil)
Shri Keshav Kaushik from DTC

Grievance No. : PGC/2026/A-II/DTC/596

1. Brief Facts of the Case

Shri Om Singh Katariya has filed a grievance in the Commission requesting to re-start the bus stand of Azad Hind Gaon in Tikri Kalan village by the Delhi Transport Corporation alongwith deploying checking staff of the DTC, and increasing the number of buses on route no. 981 and Narela to Bahadurgarh.

2. Facts emerged during the hearing

2.1 The complainant is not present.

2.2 Shri Rahul Saini, Manager (Mech.), Shri Ravinder Singh, Junior Engineer (Civil) and Shri Shri Keshav Kaushik are present and submitted action taken report, under the signature of AGM (Works), DTIDCL, stating the following :-

i. This is in reference to letter NO. PGC/2026/A-II/DTC/602/9888, PGC/2026/A-II/DTC/596/9885 and PGC/2026/A-II/DTC/595/9882, dated 22.9.2026 regarding complaint of

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
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New Delhi-110002

Shri Om Singh Kataria on Bus Queue Shelter name of Azad Hind Gram and Piau at Tikri Kalan Village.

ii. In this regard, it is submitted that Delhi Transport Infrastructure Deveopment Corporation (DTIDC) has been appointed PMC for redevelopment & Construction of Bus Queue Shelters (BQSS) in Delhi. The work for construction of Bus Queue Shelters (BQSS) will be taken up accordingly on submission of report by above PMC.

iii. Due to preoccupation with an urgent project, consequent to which the AGM (Works), DTIDCL, is unable to attend the hearing of the subject case on 19.10.2026, hence, Shri Ravendra Singh, JE (Civil), DTIDCL, is hereby detailed to attend the scheduled hearing on behalf AGM (Works), DTIDC.

iv. It is also certified that the information being supplied is complete, accurate and correct in all respects as per records.

3. Directions of PGC

3.1 The complainant is not present.

3.2 A copy of the action taken report filed by the Delhi Transport Infrastructure Development Corporation Ltd. is being sent to the complainant for information.

3.2 The next date of hearing in the case has been fixed for 7th December, 2026 at 2.30 p.m.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
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M-Block, Vikas Bhawan,
New Delhi-110002

(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/DTC/596/ 11467-470

22/10
27/10/26

1. The Chairman, Delhi Transport Corporation, Mahatma Gandhi Road, Opposite I.P. Power House, I.P. Estate, Delhi – 110002
2. The Executive Engineer, A.G.M. (Works)-1, DTIDCL, Office, Second Floor, ISBT Complex, Kashmiri Gate, Delhi-110006.
3. The Technical Officer, PGC with the direction to upload the same on the web-site of PGC.
4. Shri Omsingh Katariya, House NO. 451, Kanjhawala, Delhi-110081.