

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

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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.1997

Date of hearing: 19th October, 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/602

1. Brief Facts of the Case

Shri Om Singh Katariya has filed a grievance in the Commission regarding restoring the DTC bus stands which were originally built under Tikri Kalan Village, Delhi-41 on Rohtak Road in the name of Azad Hind Gram and piau, but have now been removed and moved forward, back to their original locations, alongwith deploying DTC checking staff during morning and evening hours.

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

PRATYUSH KANTH
MEMBER
Public Grievances Commission
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New Delhi-110002

ii. In this regard, it is submitted that Delhi Transport Infrastructure Development 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.

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22/10
(PRATYUSH KANTH)
MEMBER(PGC)
27/10/26

F.No. PGC/2026/A-II/DTC/602/ 11471-474

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.