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
E mail: pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.09.1997

Date of Hearing: 27.10.2026

Complainant	:	Dr. Satish Chandra Gupta (Dairy No.3982/9/26)
Respondent	:	The Registrar Cooperative Societies, Office of the Registrar Cooperative Societies, J6G7+5CJ, Sansad Marg, Old Court Building, Janpath, New Delhi – 110001.
Grievance No.	:	PGC/2026/A-II/RCS/660

1. Brief facts of the complaint

The complainant has filed this grievance for redressal of his grievance concerning non-processing of his Execution Petition by the Office of the Registrar, Cooperative Societies, Delhi. It is stated that the Hon'ble Supreme Court passed its judgment/order dated 26.11.2013, pursuant to which the respondent/principal debtor, i.e., Central Delhi Cooperative Group Housing Society Ltd. situated at Plot No.1, Sector-14, Rohini, New Delhi-110085, was required to refund the amount deposited by him with interest. As this order remained unimplemented, the Complainant filed an Execution Petition before the Registrar, Cooperative Societies, Delhi on 17.11.2025 vide Diary No. 55454. Despite the lapse of approximately four months, no action or communication was received from the Registrar's Office. He then submitted a physical representation dated 11.05.2026 vide Diary No. 20414, again seeking information regarding the status of his Execution Petition. He applied for inspection of the execution file on 07.08.2026 and deposited the inspection fee of Rs.100/- on 07.08.2026. However, the dealing clerk refused to permit inspection. After several deliberations he was able to inspect the file and found that the Execution Petition itself was not available in the file. The file contained only three pages, including two pages of his earlier representations and one green-coloured office noting page. Thereafter, there was no substantive execution proceeding, no response from the Society and no further action

recorded in the file, despite more than 70 days having elapsed. Hence, he filed the present grievance before the Commission.

2. Proceedings in the Public Grievance Commission

The PGC has convened the 1st hearing in the matter on 27.10.2026.

3. Facts emerged during the proceedings

The complainant was present in person. Nobody appeared on behalf of the respondent department. However, an ATR dated 14.10.2026 was submitted by the Office of the Registrar, Cooperative Societies (RCS), stating that proceedings on the complainant's execution petition dated 17.11.2025 are ongoing and that the next hearing is scheduled for 29.10.2026. The department submitted that the matter is quasi-judicial in nature and requested closure of the proceedings before this Commission.

The complainant disputed the department's contention that the matter is being dealt with diligently. He reiterated that, upon inspection of the concerned file, his execution petition was not found and the file contained only three earlier documents. He submitted that he had been asked by the department to furnish another copy of his execution petition. The complainant also raised concern about the manner in which hearings are being conducted. In particular, he pointed out that although a hearing was fixed for 27.08.2026, the notice was dispatched by the department only on the evening of 25.08.2026 and was delivered to him on 27.08.2026 itself, leaving him with no reasonable opportunity to attend. He showed the postal delivery details in support of this submission. The Complainant filed a supplementary statement in respect of his grievance, which has been taken on the record.

4. Observations of the Commission

The Commission has considered the submissions of the complainant and the ATR dated 14.10.2026 filed by the respondent department. While the execution petition is pending before the competent authority and the Commission does not propose to interfere with the merits or adjudication of the said proceedings, the complainant has raised specific grievances concerning administrative delay, maintenance of the case record, service of hearing notices and the manner in which the proceedings are being conducted. The mere pendency of quasi-judicial proceedings does not, by itself, address these administrative grievances. In view of the foregoing, it is necessary to ascertain the status of the complainant's execution petition and whether effective steps are being taken towards its disposal. A copy of the ATR dated

14.10.2026 was provided to the complainant; he has been advised to attend the hearing appointed before the RCS on 29.10.2026 and submit a written account of the proceedings to this Commission.

5. Directions

The Commission directs as follows:

i) The Registrar, Cooperative Societies, shall submit an ATR regarding the status of the Complainant's execution petition dated 17.11.2025, indicating the following:

(a) What action has been taken on the execution petition since its filing, including the dates of hearings and any orders passed;

(b) The proceedings conducted at the hearing appointed on 29.10.2026, including the order issued; and

(c) Further steps required for disposal of the execution petition and a timeframe within which the proceedings may be concluded.

ii) The complainant is advised to attend the hearing before the RCS on 29.10.2026 and thereafter submit a brief written report to this Commission regarding what transpired at the hearing.

The next date of hearing is fixed for **16.11.2026.00.2026 at 11.30 am.**

(Ms. Shefali Sewak)
Part-Time MEMBER (PGC)

No.F.PGC/2026/A.II/RCS/660 11795-97 **Dated:** 2/11/26

To,

1. The Registrar Cooperative Societies, Office of the Registrar Cooperative Societies, J6G7+5CJ, Sansad Marg, Old Court Building, Janpath, New Delhi – 110001.
2. The Technical Officer (PGC) to upload this order on the website of the PGC.

Copy for information to:

3. Dr. Satish Chandra Gupta, B-67, UGF, Mansarover Garden, New Delhi-110015 M. no. 9811090444, email : advdrsatishgupta@gmail.com

(Ms. Shefali Sewak)
Part-Time MEMBER (PGC)