

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 25.9.97

Date of hearing: 01.10.2026

Complainant : Sh. A.K.Ghosh,
Respondent : Commissioner, Transport
Grievance No. : PGC/2026/MCD/626

1. Brief facts of the complaint

Sh. A.K.Ghosh has filed a grievance in PGC for nonpayment of scrap value of vehicle registration No. DL 3CJ 5355 from Transport Department.

2. Proceedings in the Public Grievances Commission

The PGC has convened second hearing in the matter on 01.10.2026 wherein the following were present :

Complainant : Absent
Respondent : Sh. Rajesh Kumar,
Pollution Control Officer,
Transport Department

3. Relevant facts that emerged during the hearing :

3.1 Shri Rajesh Kumar, Pollution Control Officer, Transport Department was present in the hearing and submitted a status report stating that :

"Kindly refer to the grievance of Shri A.K. Ghosh regarding release/refund of scrap value in respect of End of Life Vehicle No. DL3CJ5355.

In this regard, it is submitted that the proposal for release/refund of scrap value in respect of the said vehicle has been continuously pursued by the Scrapping Cell with the Accounts Branch and Finance Department, GNCTD.

As per e-office records, the latest status is as under:

(i) On 20.08.2026, the proposal was initiated by the Scrapping Cell and processed with the Accounts Branch for release/refund of the scrap value.

(ii) The case was examined at various levels in the Accounts Branch of the Transport Department and, on 16.09.2026, it was forwarded to the Finance Department, GNCTD, for further necessary action.

(iv) As per the latest e-office movement, the file is in Finance Department, GNCTD, for necessary action.

(v) The matter is being continuously pursued by the Scrapping Cell with the concerned branches for expeditious disposal.

Submitted please."

3.2 Over a period of time the Commission has received a number of cases wherein the scrap value in respect of end of life vehicles has not been refunded to the owners of the vehicles. In each of such cases it has further been observed that the matters are lying with the Finance Department for approval. Commission is of the view that all such matters should be dealt expeditiously, as per Rules.

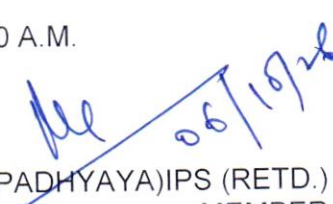
4. Recommendations of the PGC

4.1 Special Secretary, Finance Department, Govt. of NCT of Delhi is advised to take note of para 3.2 above and direct the concerned officers to take necessary action in the matter, as per Rules. An Action Taken Report in the matter be submitted in the Commission on the next date of hearing.

4.2 Pollution Control Officer, Transport Department is advised to take further necessary action in the matter, as per Rules and submit an Action Taken Report in the Commission on the next date of hearing.

4.2 Commissioner, Transport Department is advised to ensure that further necessary action in the matter is taken by the concerned officers and an Action Taken Report is submitted in the Commission on the next date of hearing.

5. Next Date of Hearing : 03.11.2026 at 11.30 A.M.


(R.P. UPADHYAYA) IPS (RETD.)
MEMBER

No. PGC/2026/MCD/626/ 10577-580 Dated: 7/10/26

To:

1. Commissioner, Transport Department, Govt. of NCT of Delhi, 5/9, Under Hill Road, Rajpur Road, Civil Lines, Delhi – 110054
2. Special Secretary, Finance Department, Govt. of NCT of Delhi, Delhi Sachivalaya, New Delhi – 110002
3. Pollution Control Officer, Transport Department, Govt. of NCT of Delhi, 5/9, Under Hill Road, Rajpur Road, Civil Lines, Delhi – 110054

Copy for information to :

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