

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: 12.10.2026

Complainant : Shri Jatin (Diary No.900/5/2026)

Respondent : The Chief Electoral Officer
Govt. of N.C.T. of Delhi
Old Stephen's College Building
Kashmere Gate, Lothian Marg
Old Delhi, Delhi – 110006

Grievance No. : PGC/2026/A-II/CEO/531

1. Brief facts of the complaint

The Complainant, who is visually impaired, has filed the present grievance against the Chief Electoral Officer, Govt. of NCT of Delhi for deletion of his name from the voter list on the grounds that the same is factually incorrect and was done without proper verification. It is stated that he contacted the concerned BLO, Mrs. Sarita Sharma on 13.03.2026 and she assured him that the problem would be resolved and asked him to provide the documents related to SIR and the voter list of the year 2003, which the Complainant did via WhatsApp on 14.03.2026. The Complainant submits that the said BLO confirmed having received the same by saying "OK". The ERO's response states that the field verification was completed on 17.03.2026, even though he had provided all the necessary documents to the BLO on 14.03.2026. He claims that he was not contacted before or during the field verification or deletion process. He claims that his name was removed on the false grounds that his house was found locked, which is untrue as his mother lives in the same house and is available even if the Complainant himself has to leave the premises. He further states that he has lived at the current address for the past 20 years. Despite his mobile number being available with the BLO, no attempt was made to call him even once during the alleged "three times" field verification. It is stated that on the contrary, he tried to contact through ECI portal on 13.03.2026, but no action was taken. It is further stated that according to the Election

Commission of India's guidelines, it is mandatory for the voter to be served with a notification before their name can be removed, but he did not receive any prior notice through any means (SMS, email, postal mail, etc.). It is submitted that on 01.04.2026, his name was removed from the voter list by ERO AC-09 (Kiradi) without any independent/cross-verification and without giving him an opportunity to be heard. He states that he spoke to BLO Mrs. Sarita Sharma again on the phone on 02.04.2026 and she admitted that the entire incident happened due to her mistake and that she had informed her senior officers about the matter. He further states that he was then advised to fill out Form 6 again and obtain a new voter ID, but that this will void his previous voter ID which will cause prejudice and difficulty to him, and he has therefore prayed that his previous voter ID should be restored and action should be taken against the erring officials/officers.

2. Proceedings in the Public Grievance Commission

The PGC has convened the 3rd hearing in the matter on 12.10.2026.

3. Facts emerged during the proceedings

The Complainant is not present as, on his request, he has been exempted from appearing in person keeping in view his disability. Shri Naveen Mathur, AERO Shri Nitin, BLO Supervisor and Smt. Sarita Sharma, BLO are present on behalf of the respondent department. They have filed an ATR dated 07.10.2026, which reads as under:

“Action Taken Report in compliance with the directions of the PGC dated 08.06.2026 – Grievance No. PGC/2026/A-II/CEO/531 (Shri Jatin v. CEO, Delhi) – Hearing on 12.10.2026 at 11:30 am – reg.

Sir,

- 1. With reference to the order of the Public Grievances Commission dated 08.06.2026 (hearing of 04.06.2026), forwarded by the O/o the Chief Electoral Officer, Delhi, vide letter No. F.2(556)/CEO/ER/misc corres/2025/1145 dated 23.06.2026, and the order dated 14.07.2026 directing a positive ATR on the next date of hearing, this office has complied with the directions of the Commission as under:*

Direction of the Commission

Compliance by this office

1. Issue a new EPIC to the complainant at his present address

A new EPIC No. UDL7706831 was issued to Shri Jatin and sent by speed post to his

<i>and have the same delivered to him through post, as per the rules.</i>	<i>present address (Tracking No. BW169841555IN). Proof of dispatch/delivery is at Annexure-A.</i>
<i>2. Issue a letter to the complainant specifying the Election ID number of his previous card as well as the new card and explain that the previous card was wrongfully cancelled and that the new one is issued in place thereof.</i>	<i>Letter No. No. F.VC/ERO/AC-09/2026/5834-5838 Dated: 07-10-2026 was sent to the complainant by speed post and email (ztin2001@gmail.com), stating the previous EPIC No. UDL6918684 and the new EPIC No. UDL7706831, and that the new card is issued in place of the previous one. Copy is at Annexure-B.</i>
<i>3. Smt. Sarita Sharma (BLO) and her supervisor to appear with 5 other field reports in cases where cancellation was recommended on the ground of the house being found locked.</i>	<i>Smt. Sarita Sharma, BLO, and her supervisor, Shri/Smt. Nitin Dabas, will be present on 12.10.2026 with five field reports (Annexure-C).</i>

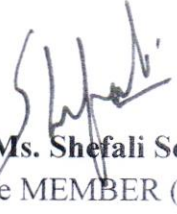
The representatives of the respondent department submitted that a new EPIC bearing No. UDL7706831 has been issued to the complainant and dispatched to his present address by speed post. The department also placed on record its letter dated 07.10.2026, mentioning the complainant's previous EPIC No. UDL6918684 and confirming that the new EPIC has been issued in place thereof. The said letter has been sent to the complainant by speed post and at his email address, as requested by him. The departmental representatives showed the proof of dispatch to the Commission.

4. Observations of the Commission

The Commission observes that the main grievance of the complainant is that he requires his old EPIC number i.e., UDL6918684 as he is a genuine Delhi voter residing in Delhi and as such he wants his old EPIC number reinstated or a letter from the respondent department that his old EPIC number did exist. The department, through its letter dated 07.10.2026 has acknowledges the complainant's old EPIC number i.e. UDL6918684.

5. Directions

In view of the issuance of the new EPIC number and the communication sent to the complainant identifying his previous EPIC number and confirming that the new card has been issued in its place, no further intervention of the Commission is required in the matter. The grievance is accordingly disposed of. A copy of this order along with the department's ATR dated 07.10.2026 is to be sent to the complainant at his email address.


(Ms. Shefali Sewak)

Part-Time MEMBER (PGC)

No.F.PGC/2026/A.II/CEO/531 10850

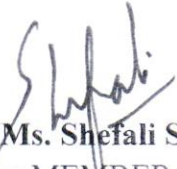
Dated: 13/10/26

To,

1. The Chief Electoral Officer, Govt. of N.C.T. of Delhi, Old Stephen's College Building, Kashmere Gate, Lothiyan Marg, Old Delhi, Delhi - 110006.
aeroac9kirari@gmail.com
- ✓ 2. The Technical Officer (PGC) to upload this order on the website of the PGC.

Copy for information to:

3. Shri Jatin, ztin2001@gmail.com. Tel. No.9891841247


(Ms. Shefali Sewak)

Part-Time MEMBER (PGC)