

**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: 28.09.2026

Complainant : Sh. Ranvir Singh (Diary No.2202/7/26)

Respondent : The Divisional Commissioner,
Govt. of NCT of Delhi,
5 Sham Nath Marg,
Delhi-110054

Grievance No. : PGC/2026/A-II/Rev./613

1. Brief Facts of the Complaint

The grievance of the Complainant is that he purchased e-Court Fee amounting to Rs.13,800/- on 04.09.2025 through the e-Court Fee portal vide e-Challan/Receipt No. GR-0000221868, in order to file a civil suit for recovery of a loan advanced to his nephew. He subsequently decided not to institute the suit, and submitted an application dated 30.10.2025 to the office of the SDM, Narela, seeking refund of the unused e-Court Fee, along with the requisite supporting documents. The application was acknowledged vide Reference No. 5748. The Complainant further states that despite seven months having passed, neither has the refund been issued nor has he received any communication regarding the status of his application. He submits that the prolonged delay is causing undue inconvenience and hardship to him. He has approached the Commission with the request that his refund be processed expeditiously.

2. Proceedings in the Public Grievance Commission

The 2nd hearing in the matter was held on 28.09.2026.

3. Facts emerged during the proceedings

The Complainant was present and reiterated his grievance regarding the non-refund of the e-Court Fee of Rs. 13,800/- purchased vide e-Challan/Receipt No. GR-0000221868. No representative again appeared on behalf of the Revenue Department despite service of notice and order dated 21.08.2026. The Complainant waited for the respondent department to

appear, however, no officer appeared on its behalf. The Complainant placed on record a copy of a letter dated 21.09.2026 issued by the office of the Divisional Commissioner, Delhi, directing the Deputy Commissioner, District North-West, to look into the matter and resolve the grievance. Despite the said communication, neither did any officer appear before the Commission nor was an ATR filed.

4. Observations of the Commission

The Revenue Department has remained unrepresented at two consecutive hearings despite service of notice and receipt of the Commission's earlier order. Its continued non-appearance has prevented the Commission from ascertaining the present status of the Complainant's refund application and the reason for the prolonged delay in its disposal. The Commission takes a serious view of the Department's continued non-responsiveness, particularly when the Complainant's application for refund has remained pending since 30.10.2025 without any decision. Even the communication dated 21.09.2026 issued by the office of the Divisional Commissioner has not resulted in either the grievance being resolved or the concerned authority appearing before the Commission.

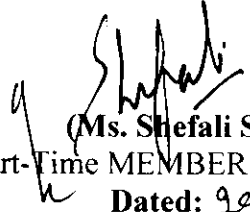
5. Directions

The Divisional Commissioner, Revenue Department, is directed to look into the matter personally and ensure that the Complainant's application for refund of the unused e-Court Fee is examined and processed at the earliest. A senior officer, fully conversant with the case is to remain present before the Commission on the next date of hearing and file a detailed ATR clearly indicating the following:

- 1) What is the present status of the Complainant's refund application;**
- 2) What action has been taken pursuant to the communication dated 21.09.2026;**
- 3) What is the reason for the delay in processing the application; and**
- 4) A timeframe within which the refund will be processed.**

In view of the Revenue Department's failure to appear at two consecutive hearings and its non-compliance with the Commission's earlier directions, a copy of this order will be forwarded to the OSD to the Chief Secretary with a request to issue appropriate directions to the Revenue Department to ensure compliance with this order and expeditious resolution of the Complainant's grievance.

The next date of hearing is fixed for **29.10.2026 at 11.30 am.**


(Ms. Shefali Sewak)
Part-Time MEMBER (PGC)
Dated: 29/9/26

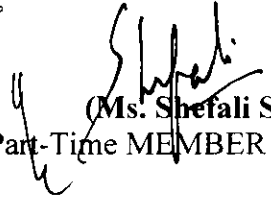
No.F.PGC/2026/A.II/Rev./613 10314-316

To,

1. The Divisional Commissioner, Govt. of NCT of Delhi, 5 Sham Nath Marg, Delhi-110054.
2. The OSD to Chief Secretary, Govt. of NCT of Delhi, 3rd Floor, Delhi Secretariat, IP Estate, New Delhi-110002

Copy for information to:

3. Sh. Ranvir Singh, R/O House No.83, Ishwar Colony, Bawana, Delhi – 110039. M. No. 9868384858 email : ranvirsingh.chahar7@gmail.com


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