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: 03.11.2026

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 third hearing in the matter on 03.11.2026 wherein the following were present :

Complainant	:	Absent
Respondent	:	Sh. Rahul, DTO, Transport Department

3. Relevant facts that emerged during the hearing :

Shri Rahul, District Transport Officer, Transport Department was present in the hearing and submitted a status report stating that :

"Subject: ATR regarding release of scrap value of End-of-Life Vehicle No. DL3CJ5355 in respect of grievance of Shri A. K. Ghosh.

Previous Date of Hearing: 01.10.2026
Next Date of Hearing: 03.11.2026

Respected Sir,

With reference to the above-mentioned grievance, it is submitted that the Finance Department, GNCTD, vide U.O. No. 05/Fin/Budget dated 21.10.2026, has accorded concurrence for refund of the scrap value amounting to ₹14,301/- in respect of vehicle No. DL3CJ5355 from Receipt Head MH 0041 during FY 2026-27, subject to fulfillment of the prescribed conditions.

Subsequently, the competent authorities directed that the matter be processed on priority. Accordingly, vide this Department's letter dated 30.10.2026, Shri A. K. Ghosh was requested to furnish a cancelled cheque and requisite bank account details for transfer of the refund amount.

Present Status:

The Finance Department's concurrence has been obtained, and the registered owner has been requested to submit the requisite bank details. The refund shall be processed further upon receipt and verification of the documents, subject to the prescribed conditions and approval of the competent authority.

The matter is being pursued on priority by the Scrapping Cell.

Submitted for kind consideration of the Hon'ble Commission, please."

4. Recommendations of the PGC

4.1 District Transport 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 : 10.12.2026 at 11.30 A.M.

04/11/26

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

No. PGC/2026/MCD/626/ 12065-12067 Dated: 4/11/26

To:

1. Commissioner, Transport Department, Govt. of NCT of Delhi, 5/9, Under Hill Road, Rajpur Road, Civil Lines, Delhi – 110054

2. Sh. Rahul, District Transport Officer, Transport Department, Govt. of NCT of Delhi, 5/9, Under Hill Road, Rajpur Road, Civil Lines, Delhi – 110054

Copy for information to :

Shri A.K.Ghosh, R/o D-623, C.R.Park, New Delhi - 110019