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: 28.10.2026

Complainant	:	Sh. Jagdish Chandra,
Respondent	:	Commissioner, Transport
Grievance No.	:	PGC/2026/TPT/495

1. **Brief facts of the complaint**

Sh. Jagidish Chandra has filed a grievance in PGC for non settlement of his 04 confiscated vehicles by Enforcement Department, Delhi Transport Authority for scrapping.

2. **Proceedings in the Public Grievances Commission**

The PGC has convened fifth hearing in the matter on 28.10.2026 wherein the following were present :

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

3. **Relevant facts that emerged during the hearing :**

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

"Kindly refer to the recommendations of the Hon'ble Public Grievances Commission contained in the order dated 29.09.2026 in the above-mentioned matter.

In compliance thereof, it is submitted that the proposal for refund of scrap value in respect of four confiscated vehicles pertaining to the family of Shri Jagdish Chandra has been pursued with the concerned branches and the Finance Department, GNCTD. The latest status of the matter is as follows:

1. The Finance Department, vide U.O. No. 04/Fin/Budget/26-27 dated 12.10.2026, has concurred with the proposal for refund of scrap value amounting to 287,413/in respect of three vehicles, subject to verification that the amount has been credited into the Government account and has not been refunded/released earlier.

2. Accordingly, Letter No. 44738 dated 15.10.2026 (copy enclosed) was issued to Shri Jagdish Chandra, requesting him to furnish the bank account details of the respective registered owners of the aforesaid three vehicles to facilitate the processing of the refund.

3. In respect of the fourth vehicle bearing registration No. DL3CBF8145, involving scrap value of ₹20.366/-, the Finance Department directed re-examination of the case and submission of the requisite encashment certificate from the concerned PAO.

4. Accordingly, the matter was referred to the Accounts Branch for verification of the transaction and confirmation regarding credit of the amount into the Government account and whether the said amount had already been refunded/released. As per the latest e-office movement, the file was forwarded to R.K. Reddy, O/o Deputy Controller of Accounts, on 22.10.2026 and is under process for necessary verification and further action.

Upon receipt of the requisite confirmation/encashment certificate from the concerned PAO, the proposal for refund of 20,366/- in respect of the fourth vehicle shall be resubmitted to the Finance Department for further consideration.

The matter is being pursued on priority with the concerned branches for expeditious resolution.

This is submitted for kind consideration of the Hon'ble Commission."

3.2 Complainant vide his letter dated 22.10.2026 has also informed that he has received a letter from Transport Department. A letter dated 16.10.2026 is also received from the complainant, which is self-explanatory. A copy of the said letter is attached with this order for further necessary action in the matter, as per Rules.

4. Recommendations of the PGC

4.1 District Transport Officer, Transport Department is advised to take note of para 3.2 above, 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** : 03.12.2026 at 11.30 A.M.

30/9/26

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

No. PGC/2026/TPT/495/ 11263-265 Dated: 2/11/26

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 Jagdish Chandra, S-240, Greater Kailash Part-II, New Delhi - 110048