

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: 15.10.2026

Complainant : Sh. Sushil Chaudhary,
Respondent : Commissioner, Transport
Grievance No. : PGC/2026/MCD/662

1. Brief facts of the complaint

Sh. Sushil Chaudhary has filed a grievance in PGC against deliberate delay in removal of Hypothecation, harassment and alleged pressure to engage a middleman by the staff of DTO Mayur Vihar, Transport Department.

2. Proceedings in the Public Grievances Commission

The PGC has convened first hearing in the matter on 15.10.2026 wherein the following were present :

Complainant : Absent
Respondent : Sh. HemKant, Sr. Asstt.
Transport Department

3. Relevant facts that emerged during the hearing :

3.1 Sh. Hemkant, Sr. Asstt., Transport Department was present in the hearing and submitted a status report stating that :

"With reference to your office letter no. PGC/2026/Annex.II/Transport/662/10458 dated 29.09.2026 and therewith enclosed complaint on the subject above, the case has been examined in this office, the following facts are being submitted-
(1) Application no. DL260802V9233393 dated 03 Aug 2026, is found generated for Hypothecation Termination on vehicle no. DL7CM3083.

- (2) The Original Papers that are FORM-35 and NOC duly issued from Bank/Financer required to process the application of Hypothecation Termination which were not received in Mayur Vihar Zonal Office till 13.09.2026.
- (3) The Papers were received on 14.09.2026.
- (4) After that, the District Transport Officer has been transferred on 13.09.2026.
- (5) At present, the application has been approved."

On further enquiring that how the complainant will come to know that his application is approved, Sh. Hemkant informed that he will receive a message on his registered mobile number.

3.2 Complainant was not present in the hearing an attempt was made to call him telephonically who informed that he has not received any message from Transport Department.

4. Recommendations of the PGC

4.1 DTO, Mayur Vihar is advised to take note of para 3.2 above, take necessary action in the matter and submit a fresh status report in the Commission on the next date of hearing.

4.3 Commissioner, Transport Department is advised to ensure that 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 : 05.11.2026 at 11.30 A.M.


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

No. PGC/2026/MCD/662/ 11180-182

Dated: 19/10/26

To:

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

2. District Transport Officer, Transport Department, Mayur Vihar, East Zone
Office, Mayur Vihar, Delhi - 110091

Copy for information to :

Sh. Sushil Chaudhary, R/o 407D, 2nd Floor, Street No.2, Near Janta Cycle Store,
Main Road, Mandawali, Delhi - 110092