

PUBLIC GRIEVANCES COMMISSION

GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 30.7.1998

PUBLIC GRIEVANCES COMMISSION

GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI

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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 11.02.2019

Complainant : Shri Hemant Gupta.
Through Shri Alok Sharma,
Authorized Representative – Present.

Respondent : The Transport Commissioner,
GNCT of Delhi,
Through Sh. Ashok Kumar,
MLO, Wazirpur North West Zone-I - Present.

Grievance No. : PGC/2018/A.II/Tpt/04.

1. Brief facts of the case.

1.1 Shri Hemant Gupta filed a complaint in PGC on 03.12.2018 against the Motor Licensing Officer, Transport Department, Wazirpur for not updating their records with respect to sale of Hyundai Santro Car No. DL-8CN-6957 to Shri Himanshu Sharma despite submission of necessary documents and requisite fees. He requested the Commission to intervene for expeditious redressal of his grievances.

2. Facts emerged during the proceedings.

2.1 Shri Ashok Kumar, Motor Licensing Officer, present on behalf of the Transport Department reiterated that the complainant has to fulfill all the codal formalities viz. Filling of Form No.29 & 30 online, submission of Insurance and original Registration Certificate with the hard copies of the same. However, the relevant documents which were required in original have never been submitted.

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Motor Licensing Officer assured the Commission that once the required formalities of submitting necessary documentation is completed by the complainant, ownership of vehicle will be transferred & updated in the records and a revised Registration Certificate will be issued in the name of the transferee.

He requested the complainant to visit him in the office of Motor Licensing Officer (MLO), Wazirpur North West Zone-I on any working day along with the documents for issuance of a revised Registration Certificate in respect of his vehicle.

2.2 The representative of the complainant, Shri Alok Sharma contends that all the relevant form/documents were submitted in the Zonal Transport Office on 30.1.2018. The requisite fee was paid in May, 2018.

He agreed to re-submit Form No.29 & 30 and insurance as required by the Motor Licensing Officer. However, he submitted that original Registration Certificate of the vehicle is not available with him.

He also informed that office of Motor Licensing Officer, Wazirpur North West Zone-I was contacted and an assurance was given that Registration Certificate of the vehicle will be issued within 15 days time.

2.3 Shri Ashok Kumar, MLA/Wazirpur North-West Zone-I, during proceedings in the Commission on 5.3.2019 stated that the representative of Shri Himanshu Sharma had visited the Zonal Transport Office and deposited original RC alongwith copy of insurance of vehicle. As the formalities for transfer of ownership of the vehicle has been completed by the purchaser, the record of vehicle has been transferred in the name of Shri Himanshu Sharma.

He requested that since vehicle registration has been transferred in records and new RC dispatched by post, the matter may be closed. A copy of the Registration Certificate of the vehicle in the name of Himanshu Sharma is attached alongwith report.

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3. Directions

3.1 The Commission noted the submissions made by the Motor Licensing Officer Shri Ashok Kumar and appreciated the efforts of the Transport Department in promptly resolving the grievance, particularly the personal interest and efforts made by Shri Ashok Kumar, MLO, Wazirpur North West Zone-1.

3.2 The Commission further observed that complainant has been absent on the pretext of being busy with court matters in all the proceedings

including the proceeding dated 5.3.2019 scheduled on his request to fix in the afternoon. He was represented by Shri Alok Sharma, Advocate.

3.3 The Commission noted that the complainant has misrepresented the fact regarding submission of documents including RC and insurance necessary for transfer of registration. In fact, documents including Registration Certificate (RC) has never been presented to MLO. The copy of Insurance Certificate as well as requisite online fee was paid much after the submissions of Form No. 29 & 30 on 30.1.2018.

3.4 As per submission of the Transport Department, RC in original and copy of insurance of vehicle was presented on 02.03.2019, and immediately the required formalities for transfer of ownership in the name of Himanshu Sharma was completed.

3.5 Keeping in view submissions of the MLO, Transport Department, in the presence of representative of the complainant during proceedings, the grievance stand resolved and accordingly closed in the Commission.

(SUDHIR YADAV)
MEMBER(PGC)

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No. PGC/2018/A.II/Tpt/04/

Dated:

Copy to:-

1. The Transport Commissioner, Govt.of NCT of Delhi, 5/9, Underhill Road, Rajpur Road, Delhi-110054.
2. The Motor Licensing Officer, Wazirpur North West Zone-I, Transport Department, GNCTD, DTC Depot, Wazirpur, New Delhi-110035.
3. Shri Hemant Gupta