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* **IN THE HIGH COURT OF DELHI AT NEW DELHI**

CNR No. DLHC010214432021

+ W.P.(C) 6782/2021

RASTRIYA RAJDHANI KSHETRA TIPAHYA CHALAK UNION
DELHI, (REGD.) Petitioner

Through: Mr. Sudhir Kumar Ojha, Advocate.

versus

THE STATE AND OTHERS Respondents

Through: Mr. Abhinav Sharma, Mr. Ujjwal Jain
and Mr. Inderjeet Singh, Advocates.

27.

CNR No. DLHC010216992021

+ W.P.(C) 6887/2021

DELHI AUTO RIKSHAW SANGH AND DELHI PRADESH TAXI
UNION (REGD.) Petitioner

Through: Mr. Sudhir Kumar Ojha, Advocate.

versus

GOVT. OF NCT OF DELHI AND ORS. Respondents

Through: Mr. Abhinav Sharma, Mr. Ujjwal Jain
and Mr. Inderjeet Singh, Advocates.

28.

CNR No. DLHC010219212021

+ W.P.(C) 6967/2021

TAXI AUTO RICKSHAW DRIVERS SANGHARSH SAMITI
(REGD.) Petitioner

Through: Mr. Sudhir Kumar Ojha, Advocate.

versus

THE STATE, GOVT. OF NCT OF DELHI AND ORS.



.....Respondents
Through: Mr. Abhinav Sharma, Mr. Ujjwal Jain
and Mr. Inderjeet Singh, Advocates.

CORAM:
HON'BLE MR. JUSTICE AMIT BANSAL

ORDER
05.08.2026

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1. All the aforesaid writ petitions have been filed by the Association of Auto Rickshaw Drivers seeking a direction that offline work facilities in the Transport Department be continued within the Govt. of NCT of Delhi ('GNCTD').
2. It is stated that auto rickshaw drivers are not familiar with the online filing processes and hence, are unable to comply with the same and are facing difficulties.
3. Counter-affidavit has been filed on behalf of the respondents wherein it has been explained that a 'VahanParivahan' online portal has been set up which provides various facilities offered by the Transport Department in Delhi. It is stated that with the help of online portal, individuals can do all the transactions from the comfort of their home and thereby transparency in the system is enhanced.
4. Pursuant to the order passed on 12th November, 2024, a fresh status report has been filed on behalf of the respondent on 6th April, 2026. The relevant extracts from the said status report are set out below:



2. That, in compliance with the directions of this Hon'ble Court, Facilitation Centres in respect of the presently functioning four (04) Zonal Offices, namely DTO North Zone (Mall Road), DTO East Zone (MayurVihar), DTO (Dwarka), and DTO South Zone, have been established and are functioning.
3. That it is humbly submitted that, consequent to the reorganization of Revenue Districts in the Government of National Capital Territory of Delhi, the Transport Department has also reorganized Regional DTO Offices into thirteen (13) DTO Offices aligned with the newly created Revenue Districts, vide Office Order No. F.No.4(13)/ Admn./Tpt./ 2026/13107 dated 25.03.2026 (copy of the order dated 25.03.2026 is annexed herewith as **(Annexure "A")**).
4. That, as mentioned in the above-stated order, the newly created thirteen (13) DTO Offices will start functioning from 15.04.2026. As soon as the newly created Zonal Offices become operational at their respective designated locations, Facilitation Centres during public dealing hours shall be established.
5. That it is further humbly submitted that the Transport Department has also requested the IT Department of GNCTD to establish setup of Common Service Centres (CSC) at all Regional Offices of the Transport Department to facilitate the general public in availing online as well as physical services. (copy of the request letter forwarded to the IT Department is annexed herewith as **(Annexure "B")**).

5. Mr. Abhinav Sharma, counsel appearing on behalf of the respondent submits that all the aforesaid facilitation centres as well as DTO Offices are now functional.

6. He further submits that the purpose of the facilitation centres is to enable persons to avail the online services as well as offer assistance where problems are faced by the users in availing the online services.



7. In current times, all government departments are increasingly shifting towards online system of filing. Therefore, it may not be appropriate to pass directions to resort to physical filing of the documents. To address the grievance of the petitioners and their members who may face problem in using online services, facilitation centres have been set up.

8. The present writ petition stands disposed of in the aforesaid terms.

9. In the event, if any individual members of the petitioner-association still face any problem, they would be at liberty to approach the facilitation centres for redressal of their grievances.

AMIT BANSAL, J

AUGUST 5, 2026

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