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

+ **W.P.(C) 6914/2021 & CM APPL. 12060/2023**

TAJ EXPRESS BUS SERVICE PVT. LTD.Petitioner
Through: Mr. Abhay Singh, Advocate.

versus

GOVT. OF NCT OF DELHI & ORS.Respondents
Through: Mr. Udit Malik, ASC with Ms. Rima Rao and Ms. Palak Sharma, Advocates for GNCTD.
Mr. Rohan Jaitley, Central Government Standing Counsel with Mr. Dev Pratap Singh, Mr. Yogya Bhatia and Mr. Varun Pratap Singh, Advocates for R-2, R-4 and R-5 with ASI Satinder Kumar, Lajpat Nagar Traffic Circle and SI Joginder Singh, Parvi Officer Traffic.
Ms. Arti Bansal, SPC with Ms. Shruti Goel, Advocate for UOI.

CORAM:
HON'BLE MS. JUSTICE JYOTI SINGH

ORDER
30.01.2025

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1. This writ petition is preferred on behalf of the Petitioner under Article 226 of the Constitution of India seeking the following reliefs:-

"A. Direct the Respondents to take appropriate and immediate steps in order to prevent such illegal practices.
B. Direct the Respondents to take strict actions against the violators of law
C. Direct the Respondent No. 2 to start one such portal /website /Mobile Application through which the details regarding permits of public transport buses could be accessed easily by any person and complaint can be lodged against any illegal public transport vehicle which can also be tracked through the same portal."



2. In respect of relief (C), it is submitted by learned Central Government Standing Counsel for UOI that the grievance stands redressed inasmuch as status of any vehicle can be ascertained by any citizen through the *mParivahan* mobile app, developed by NIC and owned by Ministry of Road Transport and Highways. Permit status of public transport vehicles is also available on this app. Further, with regard to filing of grievances, a grievance portal named Centralized Public Grievance Redress and Monitoring System (CPGRAMS), developed by the Department of Administrative Reforms and Public Grievances in consultation with NIC, already exists and is fully operational. Any citizen may register its grievance directly on this portal, which in turn will be forwarded to the concerned Ministry/Department of Government of India/State/UTs for taking necessary action. In support of this plea, attention of this Court is drawn to paragraph 6 of the short affidavit dated 03.12.2021 wherein this stand is categorically taken by Union of India.

3. Learned ASC appearing on behalf of Traffic Police submits that grievances raised in prayer clauses (A) and (B) are also redressed and in this context, draws the attention of the Court to the counter affidavit filed on behalf of the Traffic Police, wherein it is stated that Delhi Traffic Police takes regular strict action against the violators of traffic rules as per law. Traffic Staff operating at Lajpat Nagar has been briefed and sensitized to carry out regular and intensive prosecution drives against buses plying without permit and/or illegally/unauthorizedly operating from ISBT and Sarai Kale Khan to curb the menace highlighted by the Petitioner. Details of the buses prosecuted/impounded in the years 2020-2021 have been furnished in the affidavit. Additionally, learned ASC hands over a chart which reflects



prosecutions in respect of all types of buses in Sarai Kale Khan area between 2023-24 and as up to 28.01.2025, depending on nature of permit granted to the different category of buses. The chart is taken on record.

4. In light of the stand taken in the aforesaid affidavits, no further order is required to be passed at this stage, save and except, directing the concerned Authorities to continue with the necessary action as per law. In case of any further grievance, it will be open to the Petitioner to take recourse to legal remedies.

5. Writ petition along with CM APPL. 12060/2023 stands disposed of.

CM APPL. 5729/2025

6. This is an application preferred on behalf of the Petitioner under Order XXVI Rule 9 CPC seeking appointment of Local Commissioner.

7. In view of the order passed in the writ petition, no order is required to be passed in this application and the same is disposed of.

JYOTI SINGH, J

JANUARY 30, 2025/shivam