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

+ **W.P.(C) 13413/2025**

SANJEEV GOEL

.....Petitioner

Through: Mr Joydeep Sharma, Mr. Kaushal
Kapoor, Advs.

versus

UNION OF INDIA & ORS.

.....Respondents

Through: Mr. Arvind Nayar (Sr. Adv) along
with Mr. Himanshu Dubey, Mr.
Siddhant Kr. Singh, Advs. along with
Mr. Dinesh Kumar, Authorised
Representative

CORAM:

HON'BLE MR. JUSTICE SACHIN DATTA

ORDER

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01.09.2025

CM APPL.54998/2025 (Exemption)

1. Allowed, subject to all just exceptions.
2. The application stands disposed of.

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3. During the course of hearing, the limited grievance canvassed by the petitioner is that the respondent no.3 is not maintaining the complaint register as mandated under Operation, Management and Development Agreement (OMDA).

4. Attention is drawn to the following stipulation in OMDA:-

'8.5.11 Complaints Register

- (i) JVC shall maintain a public relations office at the Airport where it keep a register (the "**Complaint Register**") with access at all times for recording of complaints by any person (the "**Complaint**"). Immediately, after a complaint is registered,



JVC shall give a receipt to the Complainant stating the date and complaint number. Details of any complaint that remains unaddressed after 30 days of lodgement thereof shall be immediately uploaded on the JVC website (without disclosing the name or details of the complainant).

- (ii) The Complaint Register can either be in hard copy form or electronic form. It shall have appropriate columns including the complaint number, date, name and address of the Complainant, substance of the complaint and the action taken by JVC. Information relating to the availability of an access to the Complaint Register shall be prominently displayed by JVC at the Airport.*
- (iii) JVC shall inspect the Complaint Register every day and take prompt and reasonable action for redressal of each complaint. The action taken shall be briefly noted in the Complaint Register and a reply stating the particulars thereof shall be sent by JVC to the Complainant under a certificate of posting or by fax with confirmation transmission.*
- (iv) To the extent that the complaints made by any Complainant relate to the performance or otherwise of the Reserved Activities or of any airline or any other Entity, JVC shall immediately notify the Relevant Authority, the airline or such Entity about the same.*
- (v) Any means of notice, record-keeping or registration contemplated by this Article 8.5.11 may be accomplished or effected by any more-efficient or effective automated or modern systems, technologies or methods of comparable or better accuracy and reliability.'*

5. Learned counsel for the respondent no.3, who appears on advance notice, submits that the complaint register is being duly maintained by the respondent no.3 strictly in terms of the aforesaid stipulation/s and there has been no lapse in this regard. The said statement is taken on record.

6. In view thereof, the grievance of the petitioner does not survive. In the circumstances, learned counsel for the petitioner does not wish to press the present petition at this stage while seeking liberty to avail appropriate remedies in the event of a cause of action arises in favour of the petitioner.

7. The petition is, accordingly, dismissed as withdrawn with liberty as



prayed for.

SACHIN DATTA, J

SEPTEMBER 1, 2025/uk