



RAJEEV BANSAL
MEMBER SECRETARY
(Delhi Higher Judicial Service)



MD Office
DTC/2026/2039

Date... 09.10.2024.....



Central Office :

3rd Floor, Rouse Avenue District Court Complex,
Pandit Deen Dayal Upadhyaya Marg, New Delhi-110002
Tel :- 011-23232781 Email: dslsa-co@nic.in

Ref. No. 03/ADB/PLA/Public Utility Services /DSLSA/ 975

Dated 24.01.2026

To

The Managing Director,
DTC(HQs), I.P. Estate,
New Delhi. (cmd@dtc.nic.in)

Sub.: Settlement of Disputes related to services of Delhi Transport Corporation (DTC) through Permanent Lok Adalats and display of the DSLSA Notification regarding inclusion of Public Utility Services in Permanent Lok Adalats on official websites through pop-up, automatic modal on home page load, and flash alert, by means of WhatsApp/mail notifications.

Respected Sir,

Delhi State Legal Services Authority (DSLSA) is a statutory Authority, established under the Legal Services Authorities Act, 1987 whose Patron-in-Chief is Hon'ble the Chief Justice of Delhi and the next senior most Judge of the Hon'ble High Court is its Executive Chairman. Amongst other duties, DSLSA provides Free Legal Aid as per mandate of Article 39A of the Constitution of India, holds Lok Adalats and provides mechanism for resolution of disputes pertaining to notified Public Utility Services through Permanent Lok Adalats.

This is to inform your goodself that in exercise of the powers conferred by Section 22-B(1) of the Legal Services Authorities, 1987 and in pursuance of the approval dated 22.02.2025 of Hon'ble Chief Justice, High Court of Delhi & Patron-in-Chief, Delhi State Legal Services Authority (DSLSA), the existing Permanent Lok Adalats in Delhi shall have jurisdiction over all public utility services disputes under Section 22A(b) of the Legal Services Authorities Act, 1987, including those services which have been declared as public utility services by the Central Government and the Government of NCT of Delhi (GNCTD), with effect from the Notification dated 07.11.2025. At present in Delhi, Permanent Lok Adalats (PLAs) are functional at:—

SN	Name of Permanent Lok Adalat	Located at
1	Permanent Lok Adalat-I	Sub Station Building 2/13, Sec. 13, Rohini, Delhi-110085 (Near Venkateshwar Global School)
2	Permanent Lok Adalat-II	Mata Sundri Lane, Opposite Aiwan-e-Ghalib, ITO, New Delhi-110002
3	Permanent Lok Adalat-III	PVR Road, G-Block, Near PVR, Vikas Puri, New Delhi-110018

DELHI STATE LEGAL SERVICES AUTHORITY

(A Statutory body under the Administrative Control of Hon'ble High Court of Delhi)
Constituted under The Legal Services Authorities Act, 1987

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No fee is payable for filing cases before the Permanent Lok Adalat, including cases filed by Delhi Transport Corporation (DTC) unlike National Lok Adalats or Special Lok Adalats. Further, any party, including Delhi Transport Corporation (DTC), may file matters before the Permanent Lok Adalat.

These Permanent Lok Adalats are presided over by a Retd. District & Sessions Judge, who is assisted by two Members.

The mechanism prescribed by Section 22C, D & E of the Legal Services Authorities Act, 1987 for settlement of disputes is very simple. The Permanent Lok Adalats hold conciliation proceedings between the parties to the dispute and attempt to reach a written amicable settlement in the first instance. If the conciliation proceedings fail, then the Permanent Lok Adalats decide the dispute on merits.

Every Award of Permanent Lok Adalat is final and binding and is deemed to be a decree of civil court; which is executable by civil court. A copy of relevant provisions of the Legal Services Authorities Act, 1987, in this regard is attached herewith for ready reference.

Delhi Transport Corporation (DTC) is a key stakeholder in National Lok Adalats, Special Lok Adalats, as well as Permanent Lok Adalats. While National Lok Adalats are held on a quarterly basis, Permanent Lok Adalats function on a daily basis. Therefore, stakeholders are not required to wait for a specific Lok Adalat day for taking up their cases.

Permanent Lok Adalats provide an effective platform for Delhi Transport Corporation (DTC) to settle a large number of cases on a daily basis without payment of any filing fee. Moreover, unlike in case of Consumer Forums, it is not only the consumer who can approach the Permanent Lok Adalat to settle disputes pertaining to public utility services, but even the public utility service providers can approach these Permanent Lok Adalats to settle any dispute with their consumers, wherein the value of property in dispute does not exceed Rs. One Crore, and which does not amount to a non-compoundable offence.

Further, in order to ensure wide dissemination of this information and to enhance public awareness, it is requested that wide publicity regarding the benefits of settlement of disputes relating to Public Utility Services through the mechanism of Permanent Lok Adalat, may be undertaken at your end in the following manner:

- ✓ 1. Pamphlet (design attached) should be made visible through an automatic modal on home page load of your official websites.
- ✓ 2. Notification (attached) should be visible through pop-up, and flash alert on your official websites.
- ✓ 3. Communications with consumers in the form of Invoices or WhatsApp alerts or emails should include this information. (Template messages are attached herewith)

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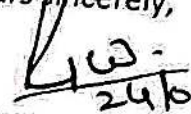
✓

These steps are essential to facilitate awareness about the availability of Permanent Lok Adalat mechanisms for dispute resolution of your organisation as well as those related to other public utility services.

It is requested that necessary action may be taken at the earliest.

With Regards,

Yours sincerely,


24/01/26.
(RAJEEV BANSAL)
MEMBER SECRETARY

- Encl.1. Template messages for email/WhatsApp/Invoices
2. Notification dated 07.11.2025 in English and Hindi
3. Pamphlet
4. Copy of relevant provisions of the Legal Services Authorities Act, 1987