

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903

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

Grievance No.PGC/2018/Annx-II/Edn./26/

Date of hearing: 22.01.2019

Complainant : Sh. T.C. Arora.

Respondent : The Director,
Dte.of Education, GNCTD.
Through Sh. R.K.Sharma,
Sr.Accounts Officer (C/ND),
Sh. Suresh, ASO(C/ND)
Sh. Vinod Kr. Sharma – Present.

1. Brief facts of the complaint

1.1 Shri T.C. Arora filed a complaint in PGC regarding non-reimbursement /delay in reimbursement of medical claims & T.A. bills, non-payment of interest on delayed release of retirement benefits, non -revision of pension/family pension by the Dy.Director of Education and Accounts functionaries of Dte.of Education, District Central, Jhandewalan, New Delhi.

2. Facts emerged during the proceedings.

2.1 An ATR has been filed on behalf of Dy.Director of Education, District (Central/ND), GNCTD of Delhi giving details and reasons of the medical claims in respect of the complainant which were rejected or restricted. As per the ATR, the same has been rejected/restricted as per rules after due examination by the Dte.of Health Services, GNCTD. As regards TA Bills, it was stated that as per CGHS guidelines, no conveyance charges/TA will be paid to CGHS beneficiary when they are referred by Doctor in CGHS dispensary to specialist/hospital in the same city. Since DGEHS is on the lines of CGHS and clause of **other city** does not apply to NCR region hence it was rejected, as opined by Dte.of Health Services, GNCTD. Moreover, in

other cases also, there is no pendency and the bills have been passed on the basis of photocopies.

2.2 The respondent department is directed to furnish a copy of the ATR filed today in the Commission to the complainant for his information.

2.3 It was also pointed out by the representative of the department that some of the grievances of the complainant have already been disposed of vide Commission's orders in the past.

3. Directions :

3.1 In view of the action taken by the respondent department in examining the grievances of the complainant again and submitting an ATR stating that all the pending payments in respect of the complainant, as mentioned in his complaint, have been cleared as per rules and after proper examination by the Dte.of Health Services, GNCTD, and nothing is pending, the case of the complainant is disposed of in the Commission.

**(MRS. MADHU SHARAN)
MEMBER**

No.PGC/2018/Annx-II/Edn./26/

Date:

Copy to :-

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. The Director, Dte.of Health Services, GNCTD of Delhi, F-17, Near Karkardooma Courts, Maharaja Surajmal Marg, Vishwas Nagar, Shahadara, New Delhi-110032.
3. The Dy.Director of Education, District Central/New Delhi, (Admn. Branch) GNCT of Delhi, Plot No.5, Jhandewalan, New Delhi-110055.
4. Sh. T.C. Arora.

