

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 03rd June, 2019

Complainant : Shri V.P. Munjal -Present

Respondent : The Director,
Dte. of Health Services,
GNCT of Delhi-
Through Dr. M.P. Singh,
I/C PGMS, DGHS, GNCTD

Grievance No. : PGC/2019/All/DHS/04

1. Brief Facts of the Case

1.1 The complainant has filed a grievance in the Commission on 3.5.2019 alleging dictatorial attitude of Dr. Bhushan, Medical Officer Incharge, AC Dispensary Shalimar Bagh, Delhi. He further stated that Dr. Bhushan has misused his official position by way of not executing the supply order in a chronological manner as contained in OPD card dated 7.3.2019 to meet the requirement of the beneficiary, which is unlawful as well as unconstitutional. No sincere efforts have been explored by the said Medical Officer Incharge to get him the medicine which are beneficial for him and effective according to Dr. Meenakshi's advice.

2. Facts emerged during the proceedings

2.1 No reply or submissions furnished by the concerned unit on behalf of Medical Officer Incharge, AC Dispensary, Shalimar Bagh. However, Dr. M.P. Singh, I/C PGMS, DGHS, GNCT of Delhi is present and assured that orders will be issued to make available the prescribed medicines as per the advice of treating doctor/consultant.

3. Directions of PGC

3.1 The Commission express its displeasure over the attitude of the Medical Officer, Incharge of the concerned dispensary in not attending the proceedings in the Commission.

Principal Secretary (H&FW), GNCTD is advised to seek explanation of Dr. Kirti Bhushan for not attending the hearing in the Commission and furnishing the ATR on behalf of the concerned dispensary. A copy of the same be forwarded to the Commission for its information/record.

3.2 The Director (DHS) is directed to ensure that the prescribed medicines are made available to the complainant and others as well. In case the medicines are not available in the dispensary, necessary action may be initiated to provide the medicines to the complainant at the earliest, and other similarly placed beneficiaries as per rules.

An order to this effect be also circulated to Incharge of all the dispensaries.

3.2 With the above advice, the Commission has decided to close the case in Public Grievances Commission.

(SUDHIR YADAV)
MEMBER(PGC)

No.F.PGC/2019/A-II/DHS/04

DATED :

Copy to :-

1. The Principal Secretary (Health & Family Welfare), Govt. of NCT of Delhi, Delhi Secretariat, Delhi-110002.
2. The Director, Directorate of Health Services, Govt. of NCT of Delhi, F-17, Karkardooma, New Delhi-110032.
3. Shri V.P. Munjal