

**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 30.7.1998

Date of hearing: 01st July, 2019

Grievance No. PGC/2019/Annex.II/DHS/05

Complainant : Shri Hari Singh-Present

Respondent : The Director,
Dte. of Health Services,
Govt. of NCT of Delhi,
Through :
Dr. M.P. Singh, Nodal Officer
Shri Basant Kr. Sahoo, .
Liasion Officer, Max Hospital
Shri Satish Kumar,
Liasion Officer, Max Hospital
Shri James Biswal,
Nodal Officer, Max Hospital

1. Brief Facts of the Case

The complainant stated that he is suffering from Cancer and is undergoing treatment in Balaji Max Hospital under EWS quota. His last Chemotherapy was done on 7.3.2019 and as per advice of the Doctor the surgery was to be performed only after radiation therapy. The Doctor further advised his admission in the hospital at the earliest, and recommended IPD as an emergency.

The wife of the appellant/patient reportedly submitted necessary documents with the concerned staff working under the Department of Health, GNCT of Delhi. He further stated that he has not been admitted and yet to be provided a bed. He alongwith his wife has been visiting hospital at regular intervals for seeking admission, but each time he is denied admission stating that bed not available in the hospital. There are 40 beds under EWS quota in the hospital. The complainant has also approached the Dte. of Health Services and were directed to meet Liasion Officer, Shri Basant Kumar Sahoo. Accordingly they met Nodal Officer and Liasion officer on 2.5.2019, but they did not give any satisfactory reply or any commitment for admission and further treatment.

2. Facts emerged during the hearing

2.1 No reports filed. However, Shri James Biswas, Nodal Officer alongwith Shri Basant Kumar Sahoo, Liasion Officer are present and stated that the complainant has been telephonically informed regarding his admission for treatment in the hospital on Friday i.e. on 28th June, 2019, but he did not turn up in the hospital. They further assured the Commission that the patient Hari Singh will be admitted in the hospital for further treatment as per Doctors advice.

2.2 The complainant is present and submitted that he has gone outstation to attend religious family function on Friday and will go to the hospital as suggested by the doctors/hospital.

3. Directions of PGC

3.1 Shri James Biswas, Nodal Officer has been advised to arrange for treatment, as per medical advice, as an emergency case and his treatment should be given priority. The admission of complainant in the hospital be confirmed through mail to the Commission from hospital authorities. Further it should ensure that there is no room for any complainat of any deficiency in his treatment.

3.2 The instant grievance stands closed in the Commission on the assurance given by Shri James Biswas, Nodal Officer and Shri Basant Kumar Sahoo, Liasion Officer of Max Superspeciality Hospital, Patparganj regarding admission of patient today and his further treatment.

(SUDHIR YADAV)
MEMBER(PGC)

Copy to :

- i. The Principal Secretary (H&FW), Govt. of NCT of Dehi, 9th Level, A-Wing, I.P. Extension, Dehi Secretariat, New Delhi.
- ii. The Director, Dte. of Health Services, Govt. of NCT of Dehi, F-17, Karkardooma, New Delhi-110032.
- iii. Shri Basant Kumar Sahoo, Liasion Officer, Max Super Speciality Hospital, Indraprastha Extension, Patparganj, Delhi-110092.
- iv. Shri Hari Singh