

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
Tel. No. 011-23379900, 23379901, Fax No. 011-23370903
Website : www.pgc.delhigovt.nic.in E-mail : pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 30.7.1998

Date of hearing: 21st Sept., 2020

Grievance No. PGC/2020//A-II/DTC/01

Complainant : Shri Dharam Pal

Respondent : Chairman-cum-Mng. Director
Delhi Transport Corporation
Through :-
Shri B.S. Chauhan, Nodal
Officer (PGC), DTC

1. Brief Facts of the Case

The complainant has filed a grievance in Public Grievances Commission stating that he had retired from DTC on 30.6.2018. He stated that he got his left eye operated for cataract on 28.3.2018. He had submitted all the original bills in Gazipur Depot vide Dak No. 1089, dated 20.4.2018. The complainant has stated that the DTC authorities has not reimbursed his medical bill till now. He also met with officials and officers of DTC, but they did not give him any satisfactory reply. In the month of September,, 2019, he was informed that his file is lost and he has to again submit the bills. He again submitted all the bills vide Dak No. 3014, but till now there has not been any reimbursement of his medical claim. The complainant has requested to direct the DTC authorities to make payment to him at the earliest.

2. Facts emerged during the hearing

2.1 Shri B.S. Chauhan, Senior Manager (Admn.)/Nodal Officer (PGC), DTC is present. He stated that the requisite payment of Rs. 18,198/- towards medical reimbursement under specialized medical treatment scheme of DTC has been released to Shri Dharampal. He further stated that the amount of medical bill will most probably be credited in the complainant's account in the first week of the October, 2020.

3. Directions of PGC

3.1 In view of the submissions made by Shri B.S. Chauhan, Senior Manager (Admn.), DTC, the Commission has decided to close the case in PGC.

3.2 The complainant is directed to intimate the Commission immediately, as and when the amount of medical reimbursement is credited in his account.

(SUDHIR YADAV)
MEMBER(PGC)

Copy to :

1. The Chairman-cum-Managing Director, Delhi Transport Corporation, I.P. Depot, I.P. Estate, New Delhi-110002
2. Shri B.S. Chauhan, Senior Manager (Admn.), Delhi Transport Corporation (Headquarters), I.P. Estate, New Delhi-110002.
3. The complainant Shri Dharam Pal