

*“No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene.”*

**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**

Date of hearing: 17.02.2021

Complainant : Sh. Raju. S/o. Late Sh.Ram Prasad  
Respondent : Principal Secretary (Power),  
Govt. of NCT of Delhi.  
Grievance No. : PGC/2020/A.II/Power/06

**1. Brief facts of the complaint**

- 1.1 Shri Raju S/o.Late Shri Ram Prasad filed a grievance in PGC regarding refusal of medical facility to the complainant by DVB ETBF Pension Trust-2002.

**2. Facts emerged during the proceedings**

- 2.1 Sh. B.K. Paliwal, Manager (DVB ETBF Pension Trust) was present in the hearing and filed an Action Taken Report dated 15.01.2021 and the same is taken on record stating that:

*“1. In compliance of direction of Hon’ble PGC, family pension in favour of Sh. Raju, son of late Smt. Godavari Devi and late Sh. Ram Prasad w.e.f. 26.03.2015 released during the month of December 2019. Arrears amounting Rs.5,36,001/- (arrear of pension for the period 26.03.2015 to 30.11.2019) released to him on 01.01.2020 along with the pension amount of Rs.12,495/- (Pension for the month of December 2019) (copy enclosed).*

*2. Sh. Raju is receiving family pension amounting Rs.12,495/- per month on regular basis since December 2019 (copy enclosed).*

*3. Sh. Raju is drawing family pension through his Guardian (Brother) Sh. Neeraj on the basis of Guardianship certificate/Appointment of Guardian by the Hon’ble Court.*

*4. With reference to request of Sh. Raju for providing medical facility after the death of his parents, it is submitted that since Sh. Raju is presently getting family pension amounting to Rs.12,495/- per month (inclusive Dearness Relief) which is higher than the ceiling limit of Rs.9000/- plus amount of Dearness Relief thereon as per conditions of dependency, Medical Attendance rules (copy enclosed), the criteria for dependency of family member has not been met and he is not eligible for medical facility from Pension trust under the rules. The status has also been conveyed to Sh. Raju vide letter dated 17.03.2020 (copy enclosed).”*

- 2.2 Dr. A. Madhvi, Dy. Director (Disability), Social Welfare Department, GNCT of Delhi was present in the hearing and filed a status report dated 27.01.2021 and the same is taken on record stating that:-

*“There is no such provision of providing free medical facility to persons with disabilities in the Social Welfare Department.*

*Further, Delhi Arogya Kosh (DAK) and Delhi Arogya Nidhi (DAN) are two financial schemes run by the Health Department of Delhi under which, eligible people get financial assistance upto Rs.3 lacs and 1.5 lacs respectively as per norms for their treatment. For availing the same, the applicant needs to visit Patient Welfare Cell, Room No.1, 6<sup>th</sup> Floor, Directorate General of Health Services, F-17, Karkardooma, Delhi – 110032 (copy of relevant details of schemes are attached).*

*It is also pertinent to mention here that Deptt. of Health & Family Welfare provides free medical treatment and free medicines to all citizens through all government hospitals and applicant can avail the same by visiting any government hospital.”*

- 2.3 The complainant's brother present in the hearing stated that the complainant is suffering from serious physical and mental handicap and his treatment required a lot of money in private hospitals. Further, he has not sufficient financial resources to spend on the complainant's treatment and financial assistance from government will help him in taking care of his brother.
- 2.4 The complainant is advised to visit Patient Welfare Cell, Room No.1, 6<sup>th</sup> Floor, Directorate General of Health Services, F-17, Karkardooma, Delhi – 110032 for seeking financial assistance under Delhi Arogya Kosh (DAK) and Delhi Arogya Nidhi (DAN) financial schemes run by the Health Department of Delhi Govt. where eligible people can get upto Rs.3 lacs and 1.5 lacs respectively as per norms for their medical treatment.

### **3. Directions**

- 3.1 The case stands disposed of in the Commission as the complainant is informed of relevant schemes under which he could seek financial assistance from the Health Department of Delhi Govt./DGHS. Further, the complainant is at liberty to approach the Commission in case he has any further grievance with regard to his present complaint.

**(MRS. MADHU SHARAN)  
MEMBER (PGC)**

PGC/2020/A.II/Power/06

Dated:

Copy to:

1. Secretary, DVB ETBF PensionTrust-2002, Pre-Fabricated Building, Rajghat Power House, Delhi-110002.
2. Director, Deptt. of Social Welfare, GNCT of Delhi, GLNS Complex, Delhi Gate, New Delhi.
3. Dr. A. Madhvi, Dy. Director (Disability), Deptt. of Social Welfare, GNCT of Delhi, GLNS Complex, Delhi Gate, New Delhi.
3. Mrs. Manju Chandra, Asstt. Boarding Supdt., Social Welfare Department, GNCT of Delhi, GLNS Complex, Delhi Gate, New Delhi.
5. Sh. Raju