

“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

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 25.9.97

Date of hearing: 08.03.2021

Complainant : Sh.D.P. Jindal – Present.

Respondent : The Director,
Dte.of Education, GNCTD.

through

Ms. Alka Sehrawat,
DDE (Zone-17) – Present.

Grievance No. : PGC/2020/A.II/Edn./30

1. Brief facts of the complaint

1.1 Shri D.P. Jindal, TGT(Retd. in the year 2006) from Govt. Boys Secondary School, Ambika Vihar, filed a grievance petition before Public Grievances Commission aggrieved by non-reimbursement of his medical bills by Vice Principal, Dr. Narender Kumar of Govt. Boys Secondary School, Ambika Vihar, New Delhi despite submission of his bills as per rules.

2. Facts emerged during the proceedings.

2.1 Ms. Alka Sehrawat, DDE (Zone-17), Dte. of Education, District West -B, was present in the hearing and submitted an action taken report dated 04.03.2021 stating therein that:-

“The case was forwarded to GBSS, Ambika Vihar (1617019) to submit complete status/Action Taken Report.

HOS, GBSS, Ambika Vihar (1617019) has stated in his reply/comments (copy enclosed) that the medical bill in respect of Sh. Dharam Pal Jindal (Retired TGT) was processed to PAO VII for reimbursement vide bill No.MB-133 dated 09.02.2021 for Rs.16112/- and the amount has been paid vide cheque Memo No.5426 through ECS on 16.02.2021. Sh. Dharam Pal Jindal (Retired TGT) has also confirmed over telephone that the amount of Rs.16112/- has been credited in his bank account on 25.02.2021. The copy of his bank statement, received through Whatsapp, is placed opposite in file.

Hence, the matter may be considered as resolved.”

2.2 The complainant submitted that he has purchased the medicines as prescribed by the Doctors. However, the school authorities has talked rudely and misbehaved with him without taking into account his advanced age and critical disease of cancer from which he was suffering. He alleged that the school authorities has asked him to obtained N.A. (Non Availability) Certificate from the medicine supplier, whereas, the same is not stipulated anywhere in the concerned Government Rules. Further, as he is suffering from cancer, the attending doctor has prescribed him vitamin and protein tablet. However, the school has refused to reimburse the said amount saying that supplementary medicines are not reimbursable as per government rules.

3. Directions :

3.1 Dy.Director of Education, Zone-17, (District West-B), GNCT of Delhi is directed to warn/censure the school authorities for misbehaving with the complainant inspite of him being of advance age. Further, the school staff should desist from such type of behavior and no further complaint from any of the retired school employees regarding misbehavior, shall be tolerated by the Commission.

3.2 The case is disposed of as the complainant's grievance regarding non-reimbursement of his medical bills has been resolved to his satisfaction.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2020/A.II/Edn./30

Dated:

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. The Dy.Director of Education (HQ)/Nodal Officer, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
3. Dy.Director of Education, Zone-17, District West-B, Govt. of NCT of Delhi, G-Block, Vikas Puri, New Delhi.
4. Vice-Principal, Head of School, Govt. Boys Secondary School (ID No.1617019), Ambika Vihar, New Delhi-110087.
5. Shri D. P. Jindal