

*“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**  
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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: 21.12.2021

Complainant : Sh. Girdhari Lal – Present.

Respondent : The Director,  
Directorate of Education,  
Govt. of NCT of Delhi.  
through Sh. Shiv Pratap Garg,  
Principal, SBV Bankner.  
  
Dr. Balesh, DDE (Zone-10),  
– Present.

Grievance No. : PGC/2021/A.II/Edn./29

**1. Brief facts of the complaint**

1.1 Sh. Girdhari Lal has filed a grievance petition against the Directorate of Education aggrieved by non-reimbursement of his medical bill amounting to Rs.1,05,000. The complainant stated that he retired as Vice Principal from SBV Bankner, Delhi – 110040. He has submitted the above mentioned medical bill for reimbursement to the school authorities. However, the school and Education Department has not reimbursed the said medical bill till date.

**2. Relevant facts emerging during the hearing**

2.1 Sh. Shiv Pratap Garg, Principal, SBV Bankner filed a lengthy and voluminous Action Taken report, stating therein that the complainant, who retired as Vice Principal from the school, has filed different medical claims for reimbursement which are false and fabricated by the complainant. Sh. Shiv Pratap Garg, Principal further submitted that in one case, the complainant has claimed three times medical reimbursement of just one bill. These bills were passed by the previous school authorities since the last five years. Further, the bills presented have many

discrepancies like the complainant raising bill despite having cashless facility, taking treatment from hospital which is not empanelled and filing bogus bills etc.

2.2 Dr. Balesh, DDE (Zone-10) submitted that there are certain discrepancies in the medical bills furnished by the complainant and a departmental Committee was constituted to inquire into the matter wherein the complainant was asked to provide explanation for raising different medical bills without following due procedure/rules stipulated under the Delhi Govt. Health Scheme.

2.3 The complainant submitted that the bills raised by him are as per rules. Further, multiple bills furnished by him are with respect to his wife who is undergoing treatment for which, Rs.20,000/- is charged by the treating hospital for three months. All other bills are also raised by following due norms and rules of the DGEHS. Thus, the present HOS of the school is wrongly denying him the medical reimbursement in the respect of the said bills.

### 3. **Directions of the PGC**

3.1 Director (Education), GNCT of Delhi is requested to look into the matter at his level for prompt redressal of grievances of the complainant.

3.2 Dy. Director of Education, District North West-A, GNCT of Delhi, is advised to expedite the inquiry into the matter and the departmental inquiry committee shall give its findings in the matter and further, the previous school HOS who has sanctioned the bills raised by the complainant for the last five years, action shall be taken against them as per departmental rules, as Sh. Shiv Pratap Garg, Principal, SBV Bankner submitted that the complainant has caused losses to the tune of Rs.11 lakh to the government by submitting false and fabricated bills. The DDE, District North West-A, GNCT of Delhi, shall direct the concerned officers to complete the inquiry in the matter in a time bound manner and apprise the complainant as well as the Commission of the findings of the Committee.

3.3 With these directions, the case stands disposed of in the Commission.

(MADHU SHARAN)  
MEMBER

No. PGC/2021/A.II/Edn./29

Dated:

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. Addl. Director of Education/Nodal Officer, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
3. Dy. Director(HQ), Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054
4. Ms. Renu, Dy. Director of Education, Distt. North West-A, GNCT of Delhi, BL Block, Shalimar Bagh, Delhi.
5. Sh. S.P. Garg, HOS, Govt. Sarvodaya Bal Vidyalaya Bankner, Delhi – 110040. (School ID 1310168).
6. Sh. Girdhari Lal