

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
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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: 13.12.2021

Complainant : Shri Inder Mohan Wadhawan

*Respondent : Divisional Commissioner,
Revenue Deptt. GNCTD*

*Through
Dr. Kamlesh Upadhyay,
Section Officer (GA Branch),
Revenue Department*

Grievance No.: PGC/2021/A.II/Rev./09

1. Brief facts of the case

1.1 Shri Inder Mohan Wadhawan filed a complaint aggrieved by non-reimbursement of medical bills .

2. Facts of the case

2.1 . A report in the matter was sought by the Commission vide letter dated 13.4.21. As there was no response, a reminder was issued vide letter dated 21.6.2021. HQ Revenue Department vide letter dated 6.7.21 informed that medical bills were examined some discrepancies such as addition/over writing , variation in prices etc. were observed, due to which the medical claim bills were forwarded to D.G.E.H.S. for opinion/advice. Vide letter dated 13.7.21 from the Commission, HQ Revenue Department was advised to decide the matter of reimbursement of medical bills expeditiously, as per rules. In this regard, vide letter dated 13.8.2021, a status report was sought but there was no response. As such, the matter was taken up for hearing in the Commission.

3. Facts emerged during the proceeding:

3.1 Dr. Kamlesh Upadhyay, Section Officer, HQ Revenue Department was present. He filed a status report dated 9.12.2021, a copy of which was given to the

complainant, present at the hearing. Appended with status report dated 9.12.2021 is details of bills processed by HQ Revenue Department. As per the details, sanction for the amount of Rs. 5,23,626/- , Rs. 73,895/- and Rs. 73,541/- i.e. for a total amount of Rs. 6,71,062/- has been issued and bills submitted with the PAO. Bills amounting to Rs. 16,790/- and 75,301/- i.e. Rs. 92,091/- have been forwarded to Accounts Branch for examination.

3.2 Dr. Kamlesh Upadhyay, Section Officer, HQ Revenue Department submitted that the requisite sanction for the pending bills of amounting Rs. 92,091/- will be issued expeditiously , after the bills are examined by the Accounts Branch. Further, he informed that amount of Rs. 6,71,062/- will be credited in the account of the complainant, in a day or two.

3.3 The complainant stated that he has been regularly visiting HQ Revenue Department but his medical bills, pending since October, 2020 have not been processed. He even alleged demand of illegal gratification, for processing of his medical bills. However, he was appreciative of Dr. Kamlesh Upadhyay, S.O., HQ Revenue Department, due to whose positive and sympathetic approach, the medical bills have now been processed.

4. **Directions**

4.1 SDM-III/HQ, Revenue Department shall ensure that bills amounting to Rs. 6,71,062/- are expeditiously processed by the concerned PAO and the amount is credited in the account of the complainant by Friday, 17.12.2021. The pending bills of Rs. 92,091/- shall also be processed expeditiously and bills submitted with the concerned PAO so that this amount is also credited in the account of the complainant by 31.12.2021. A report confirming credit of Rs. 6,71,062/- and Rs. 92,091/- shall be submitted in the Commission on 3.1.2022.

4.2 The delay in processing of medical reimbursement bills is brought to the notice of Divisional Commissioner. In the present case, the bills submitted by the complainant in October, 2020 and thereafter, have not been processed, even after regular visits by the complainant to HQ/Revenue Department and repeated persual of matter by the Commission. This has happened in the case of a former employee of the department. This is a sorry state of affair, which needs regular supervision and positive approach. The action taken by Dr. Kamlesh Upadhyay, SO, HQ/Revenue

Department is appreciated, due to which , the long pending bills have now been processed.

With the above directions and advice, the grievance case is ordered to be closed in the Commission.

**(SUDHIR YADAV)
MEMBER (PGC)**

PGC/2021/Rev/A-II/09/

Dated :

1. *The Divisional Commissioner, Revenue Department, Govt. of NCT of Delhi, 5, Sham Nath Marg, Delhi-110054.*
2. The SDM-III (HQ), Revenue Department, Govt. of NCT of Delhi, (General Administration Branch), 5, Sham Nath Marg, Delhi-110054.
3. Shri Inder Mohan Wadhawan