

*"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**  
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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: 22.12.2021

Complainant : Smt. Bhagwan Devi.

Respondent : The Director,  
Directorate of Education,  
Govt. of NCT of Delhi.  
through Sh. Chuttan Lal Meena, P.G.T,  
SBV Shahbad Mohammad Pur  
(School ID: 1821041) – Present.

Grievance No. : PGC/2021/A.II/Edn./19

**1. Brief facts of the complaint**

1.1 Smt. Bhagwan Devi has filed a grievance petition aggrieved by non-reimbursement of medical bill in respect of her deceased husband, late Sh. Netra Pal, who retired as Principal from SBV Shahbad Mohammad Pur (School ID: 1821041), Delhi on 31.07.2011. He was issued DGEHS card No. 183553 for lifetime. She stated in her complaint that her husband was diagnosed as Brain Tumour patient and in March 2019, he was admitted in Venkateshwar hospital, Dwarka and during that period, some medicines was purchased from private medical shops on prescription of Authorized doctor under "Non Availability" (NA) certificate from attached Delhi Govt. dispensary for which, a bill of medical reimbursement claim amounting to Rs.71,968/- to the HOS/DDO, SBV Shahbad Mohammad Pur (Distt. South West-B) within stipulated time which was sanctioned and passed for payment by the HOS/DDO of the school after the death of her husband dated 04.03.2020. However, the HOS/DDO returned back medical claim bill in original without assigning any written reason for denial of his claim.

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

2.1 Sh. Chuttan Lal Meena from SBV Shahbad Mohammad Pur was present in the hearing and filed an Action Taken report dated 12.11.2021 stating in the report that:-

"Medical reimbursement bill amounting to Rs.71,968/- in respect of late Sh. Netra Pal, retired Principal, has been passed by PAO-1, R.K. Puram, New Delhi and credited in account no. 90142010320529 of Smt. Bhagwan Devi (wife of deceased Principal) vide UTR No. SBIC300121102806 on 29.10.2021."

2.2 Sh. Neeraj Kumar, the complainant's son submitted that the medical reimbursement bill in respect of his late father Sh. Netra Pal, retired Principal, has been released by the department now. However, he has been made to run from pillar to post by the school for getting the bill of medical reimbursement cleared.

### 3. Directions of the PGC

3.1 **The case is disposed of** as the departmental representative, vide their Action Taken Report dated 12.11.2021, categorically submitted that medical reimbursement bill amounting to Rs.71,968/- in respect of late Sh. Netra Pal, retired Principal, has been paid to the claimant Smt. Bhagwan Devi in her bank account. The complainant's son also confirmed that the medical reimbursement bill in respect of his late father Sh. Netra Pal, retired Principal, has been released by the department. Further, the complainant is free to approach the Directorate of Education as well as the Commission in case she has any further grievance with regard to her present complaint.

*Mrs. Madhu Sharan*

(MADHU SHARAN)  
MEMBER

Dated: 28/12/21

No. PGC/2021/A.II/Edn./19 10083-10087

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. The Dy. Director of Education / Nodal Officer(PGC), Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
3. Dy. Director of Education, District South West-B, GNCT of Delhi, School Complex, Najafgarh, Delhi - 110043.
4. HOS/Principal, SBV Shahbad Mohammad Pur (School ID: 1821041), Delhi - 110042.
5. Smt. Bhagwan Devi, W/o late Sh. Netra Pal, R/o: C-601, Tower-C, SDS NRI Residency, Omega-2, Greater Noida, U.P. - 203210 (near Pari Chowk). Mobile: 9758398194.