

"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: 03.08.2022

Complainant : Sh. Mangha Singh.
Respondent : The Director,
Directorate of Education,
Govt. of NCT of Delhi.
Through Sh. G.S. Verma,
HOS, Govt. Boys Sr. Sec. School,
Khajoori Khas, Delhi - Present.
Grievance No. : PGC/2022/A.II/Edn./12

1. Brief facts of the complaint

1.1 Sh. Mangha Singh has filed a grievance petition before Public Grievances Commission aggrieved by non-reimbursement of 3 medical bills of Rs.24,250/-, Rs.20,797/- and Rs.12,250/-. Thus, total amount for these 3 medical bills comes to Rs.57,297/-. The said bills are pending since past six months. He further prayed that Rs.57,297/- be paid with interest and mental harassment money of Rs.2,00,000/-.

2. Relevant facts emerging during the hearing

2.1 Shri G.S.Verma, HOS, Govt. Boys Sr.Secondary School, Khajoori Khas, Delhi, filed an action taken report. It is stated in the report by Dy.Director of Education, Zone-IV, District NE-I that :-

"Grievance of the applicant has been redressed and Rs.57272/- regarding medical claim of the applicant has been credited in the S.B.I. Account No.10226134503 of the applicant."

A report with the written statement of the complainant's wife, Smt. Brahma Devi along with copy of the passbook and bank message has also been enclosed with the Status Report.

It was requested by the Dy. Director of Education, Zone-IV, District NE-I to close the matter as nothing is outstanding.

2.2 In the status report, HOS, Govt. Boys Senior Secondary School, Khajoori Kas, Delhi stated that the medical bills, having a total amount of Rs.57272/- given by the teacher, were processed timely at every stage and all the payments have been released by the PAO-VIII. At present, no bill in respect of the concerned teacher is pending at the school level. The said amount has been credited in the account of Sh. Mangha Singh A/C 10226134503, SBI Karawal Nagar, Delhi on 12.05.2022.

Details of the medical bill and its stage of processing is given as below:-

S. No.	Amount	Bill received in Office	Requiemnt forwarded to DDE NE-I	Budget received	Claim Forwarded to PAO-VII	Payment Released
1.	24,250	15.11.2021	18.11.2021 to 6.4.2022	13.04.2022	26.04.2022	09.05.2022
2.	12,225	14.02.2022	14.02.2022 to 6.4.2022	13.04.2022	26.04.2022	09.05.2022
3.	20,797	13.03.2022	14.03.2022 to 6.4.2022	13.04.2022	26.04.2022	09.05.2022

2.3 In the statement dated 20.07.2022 given by Smt. Brahma Devi W/o. Late Sh. Mangha Singh, which is filed in original with the Status Report by the Head of School, it is stated that outstanding amount of Rs. Rs.57272/- in respect of medical bill has been credited on 12.05.2022 in the pension account of her late husband. In this regard, grievance filed by her late husband Shri Mangha Singh in the Commission be treated as cancelled/closed.

2.4 The Commission is of the opinion that the claim of the complainant for payment of Rs.2,00,000/- towards mental harassment on account of delay in reimbursement cannot be entertained as the School authorities, at every stage, took timely steps for processing and releasing of the said outstanding payments, as per above submissions of the Head of School. The nominee in respect of the complainant has given in writing to the school and also confirmed telephonically to the Commission that she has received payment of the said pending medical bills.

3. Directions

3.1 In view of the appropriate action taken by the School Authorities in redressing the grievances of the complainant, the case stands disposed of.

o/c 
(SUDHIR YADAV)
MEMBER

PGC/2022/A.II/Edn./12 6102-107

Dated: 15/08/2022

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. Special Director of Education/Nodal Officer, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
3. Dy. Director of Education (HQ), Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054 to ensure presence of concerned Dy. Director of Education on the next date of hearing.
4. Dr. S.K. Sharma, Dy. Director of Education (Zone-IV), District North East-I, GNCT of Delhi, B-Block, Yamuna Vihar, Delhi-110053.
5. Sh. G.S. Verma, HOS, Govt. Boys Sr. Sec. School, Khajoori Khas (School ID – 1104015), Delhi – 110094.
6. Sh. Mangha Singh, through e-mail: mangamanga199@gmail.com
Mobile No. 8750360432.