

# **PUBLIC GRIEVANCES COMMISSION**

GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

**Date of hearing: 6.3.2018**

Complainant : Shri J.K.Tyagi , email jktyagi  
Jktyagi2002@yahoo.com

Respondent : **Director (DHS)**  
**Govt. of NCT of Delhi**  
**F-17, Karkardooma, ND-110032**

Grievance No. : PGC/2016/DHS/16

Grievance filed on : 12/07/2016

First hearing in the PGC : 23/8/2016

Scheduled on

## **1. Brief facts of the complaint**

The complainant has filed a complaint that he is an old man approaching 79 years of age. He and his wife are the only two members of his family as their only daughter is living abroad in Europe. He further stated that the Medical Officer has refused to provide the medicines to him with the remark on the prescription card " as the medicines are not supplied by the ALS, beneficiary may take item NO.....to.....as prescribed from the market". Thus, he is being forced to purchase the medicines from the market at the cost of his own pocket & denied his legal entitlement in contravention of the implicitly laid down rules to make the medicines available to the beneficiary through DGD dispensaries on cashless basis.

The complainant has further stated that the Medical Officer of the DGD Ashok Vihar where the complainant/beneficiary is registered for the medical benefits to him and his family have refused to provide combination medicines containing vitamins on the pretext that DGEHS has instructed the M.Os not to provide the same. The complainant is suffering from Distal/peripheral Neuropathy and allied diseases as diagnosed by the Senior Neurologist at Max Hospital and certain vitamins are essential for his treatment. He further stated that vitamins are essential for therapeutic use and have been enlisted in the National List of Essential Medicines of India 2011 under Section 27 headed by "Vitamins and Minerals" and have also been included in the list of essential medicines of DHS, GNCTD but the ambiguity created by the DGEHS has further complicated the problem for the

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DGEHS beneficiaries" by issuing any such instruction, if there is any. The complainant has requested for action in the matter.

## **2. Proceedings in the Public Grievances Commission**

The PGC convened its first hearing in the complaint on 20<sup>th</sup> September, 2016 and the second hearing held on 5<sup>th</sup> December, 2016, 15.12.2017, 25.4.2017, 6.6.2017, 23.8.2017, 26.9.2017, 25.10.2017, 19.12.2017, 13.2.2018 and latest on 6.3.2018 when the following were present:-

Complainant : Present  
Respondent : Dr. Ashok Kumar, Addl. Director, DHS  
Dr. Sunil Sharma, SMO, DHS

The Additional Director, DHS is personally present. He stated that he has advised the treating doctors to submit medical condition of the patients so that he would take an appropriate decision and issue orders for release of medicines on a timely basis and instructions <sup>will</sup> ~~which~~ also be issued to the Chemist accordingly.

## **3. Directions of PGC**

In view of the assurance given by the Addl. Director (DGEHS), the complainant is advised to meet him if he has any query about his matter.

With the above advice, the Commission has decided to close the case.

34594-99 0/12

*N. Dilip Kumar*  
(N. DILIP KUMAR)  
MEMBER  
14-3-18

### **Copy to:**

1. The Secretary (H&FW), H&FW Department, Govt. of NCT of Delhi, 9<sup>th</sup> Level, A-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002
2. The Director, Directorate of Health Services, Govt. of NCT of Delhi, F-

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17, Karkardooma, New Delhi-110032.

3. The Addl. Director (DGEHS), DHS, F-17, Karkardoom, Delhi.
4. The Medical Officer, Delhi Govt. Dispensary, H-Block, Ashok Vihar, Phase-I, Delhi
5. Shri J.K. Tyagi, email [jkyagijkyagi2002@yahoo.com](mailto:jkyagijkyagi2002@yahoo.com)
6. PS to Member