

PUBLIC GRIEVANCES COMMISSION

(Govt. of NCT of Delhi)

M-Block, Vikas Bhawan, IP Estate, 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: 13th Oct., 2020

Complainant : Dr. G.R. Arora,
Respondent : Director (Personnel),
New Delhi Municipal Council
Grievance No. : PGC/2019/NDMC/02

1. Brief facts of the complaint

Dr. G.R. Arora, retired Lecturer, has filed a grievance in PGC on 14.10.2019 regarding inordinate and unjustified delay in settlement of legitimate reimbursement of seven sets of comprehensive medical claim bills pending since 08.09.2018 in r/o Dr. G.R. Arora and Mrs. Tara Arora.

2. Proceedings in the Public Grievances Commission

The PGC has convened five hearings in the matter so far and in the hearing held on 13.10.2020, the following are present:

Complainant : Present
Respondent : Sh. Vikas Mathur, Admn. Officer, NSES
Sh. Vinod Kumar, Account Officer, NSES

3. Relevant facts that emerged during the hearing

3.1 Sh. Vikas Mathur, Admn. Officer and Sh. Vinod Kumar, Accounts Officer, NSES are present in the hearing and submitted a status report stating that

“It is submitted that in the last hearing held on 02.09.2020, a sum of Rs. 59,960/- vide Cheque No. 276398 was handed over to Sh.

G.R.Arora in respect of his medical claims pertaining to the period 2018-19.

In the said hearing we had also requested to the Hon'ble member (PGC) that since we have cleared all the medical bills of Sh. G.R.Arora for the period for which he had approached to PGC. Hence, his medical claim may be considered as fully settled.

But in the last hearing held on 02.09.2020, Sh. G.R.Arora made new developments apart from his original grievances and also requested to the PGC to consider his current bills also. However, with due respect to the Hon'ble Member (PGC) we are giving the status of the current bills also as per details given below:-

	Description of Bill	Amount claimed by Sh. G.R.Arora	Admissible amount to be given as per CGHS Rules
1.	2 bills in r/o Mrs. Tara & Sh. G.R.Arora	Rs.7,234/-	Rs. 3,062/-
2.	2 bills in r/o Mrs. Tara & Sh. G.R.Arora	Rs. 7,296/-	Rs. 3,805/-
3.	2 bills in r/o Mrs. Tara & Sh. G.R.Arora	Rs. 9,483/-	Rs. 3,354/-
4.	4 bills in r/o Mrs. Tara & Sh. G.R.Arora	Rs. 9,309/-	Rs. 7,523/-
	Total	Rs. 33,322/-	Rs. 17,744/-

Therefore, a sum of Rs. 17,744/- (Rs. 3,062/-, R. 3,805/-, Rs. 3,354/- & Rs. 7,523/-) as per details given in the above table are attached herewith for handing over to Sh. G.R.Arora, Retired Lecturer, Navyug School.

Further it is also pertinent to mention here that now only one bill in r/o Mrs. Tara, W/o Sh. G.R.Arora relating to the COVID-19 for the current period is pending and will be settled as per CGHS Rules at the very earliest and a compliance report will also be submitted to the PGC.

It is also worth mentioning here that a cashless Medical facility has already been implemented in NSES for all regular employees / pensioners.

In view of above compliances, it is now requested to the Hon'ble Member (PGC) that the case of Sh. G.R.Arora, Retired Lecturer, Navyug School may be considered as fully settled please except one pending bill as stated in para 5 above. Hence, no further hearing in the above said case may be called please."

3.2 Complainant present in the hearing requested that he should be provided a detailed status of the bills having amount claimed, amount reimbursed and reasons for deduction.

Sh. Vinod Kumar, Accounts Officer, NSES is advised to provide the same to the complainant.

4. Recommendations of the PGC

As all the medical bills of the complainant prior to his grievance in PGC have been settled down by the NDMC, the matter stands closed at the level of the Commission with the directions to issue Medical Facility Card to the complainant, without further delay.

(SUDHIR YADAV)
MEMBER

No. PGC/2019/NDMC/02

Dated :

To:

- 1 Sh. Dharmendra Kumar, Chairman, New Delhi Municipal Council, Palika Kendra, Parliament Street, New Delhi – 110001
- 2 Sh. Vinod Kumar, Accounts Officer, Navyug School Education Society, Hanuman Road, New Delhi - 110001

Copy for information to :

Dr. G.R. Arora