PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
Tel. No. 011-23379900, 23379901, Fax No. 011-23370903
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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.1997

Date of hearing: 22nd October, 2026

Complainant	:	Shri Subhash Chander Sharma
Respondent	:	The Chief Executive Officer, Delhi Urban Shelter Improvement Board (DUSIB) Punarvas Bhawan, I.P. Estate, New Delhi - 110002 Through : Shri Harish K. Gulati, AO
Grievance No.	:	PGC/2026/A-II/DUSIB/511

1. Brief Facts of the Case

The complainant Shri Subhash Chander Sharma has filed a grievance regarding non payment of emergency medical reimbursement claim despite being a contributing member. He stated that he had undergone emergency medical treatment at non-empanelled hospital on 9.2.2022 and 9.4.2022 due to sudden medical exigency. He spent Rs. 1,34, 316 and Rs. 1,15, 734/ for medical treatment. He submitted all original bills , emergency certificates, discharge summaries & claim forms duly filled alongwith all formalities to the office of A.O. (Medical), DUSIB. However, the AO (Medical) has adopted a biased attitude and withholding his claims on the arbitrary ground that treatment was taken in non-empanelled hospital. He is not even processing the reimbursement at CGHS/DGHS rates, which is legally admissible. He is tossing the files here & there without any valid reason to kill the time and to harass him intentionally. The complainant has requested the PGC to direct the concerned authorities of DUSIB to release his admissible medical claims as per CGHS/DGHS rates alongwith 12% interest from the date of submission of bills, without further delay.

2. Facts emerged during the hearing

2.1 Shri Harish K. Gulati, A.O. (Medical) from DUSIB is present and submitted action taken report, stating the following :-

i. With reference to the grievance of Shri Subhash Chander Sharma, Retd. A.E. (Civil), it is respectfully submitted that the medical claim of the retired officer has not been settled.

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MEMBER
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New Delhi-110002

ii. FURTHER, it is submitted that DUSIB holds its retired employees and senior citizens in the highest esteem, the department is strictly bound by operational protocols, financial regulations, and statutory audit mandates. Every beneficiary of the medical scheme is expected to adhere to the established rules and guidelines of the department under relevant rules.

iii.. Moreover, in the instant case, the pensioner had received treatment from non-empanelled/unregistered hospitals. Despite these policy constraints, and keeping in view his status as a senior citizen, DUSIB made exceptional efforts to facilitate the claim.

iv.. The medical policy of DUSIB is very good and with the times being reviewed and improving it day by day and above all it is more or less aligns its medical reimbursements with DDA, and Central Government benchmarks without operating its own dedicated dispensaries, strict compliance with the rules is mandatory to satisfy statutory audit requirements. Since the grievance of the applicant stands resolved and settled it is respectfully requested that the complaint may be closed as the payment has been made and he may also be advised to follow the prescribed rules and policies of DUSIB for timely and early settlement of his claims and to avoid delays.

v.. This issues with the approval of Director (Finance)."

3. Directions of PGC

3.1 Shri Harish K. Gulati, Accounts Officer, DUSIB has done a good job. The complainant has been paid the medical reimbursement as per law.

3.2 The Commission directs the DUSIB to send a letter in writing to the complainant as to how the payments made under the law including the deductions made by the Department.

With the above direction, the Commission has decided to close the case in PGC.

PRATYUSH KANTH
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Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002

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(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/DUSIB/511 1187-320 Dated : 2/11/26

1. The Chief Executive Officer, Delhi Urban Shelter Improvement Board (DUSIB), Punarvas Bhawan, I.P. Estate, New Delhi- 110002.
2. The Accounts Officer (Medical), Delhi Urban Shelter Improvement Board (Medical Cell), Govt. of NCT of Delhi, D-01, Vikas Kuteer, I.P. Estate, New Delhi-110002.
3. The Technical Officer, PGC with the direction to upload the same on the web-site of PGC.
4. The complainant Shri Subhash Chander Sharma, R/o House No. 575, Gali No. 16A, Adarsh Mohalla, Maujpur, Delhi – 110053.