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
E mail: pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.09.1997

Date Of Hearing : 29.10.2026

Complainant	:	Radhey Shyam (Dairy No.4184/9/26)
Respondent	:	The Director General Health, Directorate General of Health Services, Govt. of N.C.T. of Delhi, F-17, Karkardooma, Delhi – 110032.
Grievance No.	:	PGC/2026/A-II/DGHS/665

1. Brief facts of the complaint

The complainant has filed the instant grievance against Max Super Specialty Hospital, Patparganj alleging non-acceptance of DGEHS beneficiaries for ongoing treatment. He prays that the hospital be directed to provide a written explanation for its refusal/non-acceptance of DGEHS beneficiaries for ongoing treatment. He states that he filed this grievance on the CM Jan Sunwai Portal to ensure that citizens' legitimate grievances are acted upon by the concerned authorities within a reasonable period. However, due to non-resolution of that complaint, he has approached this Commission.

2. Proceedings in the Public Grievance Commission

The PGC has convened the 1st hearing in the matter on 29.10.2026.

3. Facts emerged during the proceedings

The Complainant was absent at the hearing. Dr. K. Lakshmi, MO, appeared for the respondent department. The department submitted that it requires a few clarifications from the Complainant in order to examine the grievance, including the complainant's DGEHS card details, confirmation of whether he is a serving employee or a pensioner, and details of the illness and treatment for which he approached Max Super Specialty Hospital, Patparganj before it can examine his grievance and determine the appropriate action. The department further stated that it has responded to the Complainant's CM Jan Sunwai Portal complaint.

The respondent MAX Super Specialty Hospital, Patparganj has submitted a written response by email, which states as under:-

"With reference to the mail received from your good office, Max Super Specialty Hospital, Patparganj respectfully submits the following reply:

It is respectfully submitted that the Hospital, vide its letter dated 29.05.2026, Informed the Directorate General of Health Services (DGHS) of its decision to seek withdraw the cashless services from Delhi Government Employees Health Scheme (DGEHS) and, accordingly, provided the requisite one month's prior notice, requesting that the withdrawn take effect from 01.07.2026. This decision was necessitated solely by the severe and persistent shortage of inpatient beds and the Hospital's consequent inability to accommodate the ever-increasing demand for admissions.

In these circumstances, the alleged denial of cashless treatment cannot be construed as a willful or intentional breach of the terms and conditions of the MoU. The Hospital acted transparently and in good faith by providing advance notice of its intention to discontinue its cashless services and by keeping the competent authorities duly informed of the operational difficulties that necessitated such decision.

With regard to the complaints concerning cancer patients, the Hospital fully appreciates the Importance of ensuring timely and uninterrupted treatment. However, the inability to provide cashless admission in certain cases arose solely due to the non-availability of inpatient beds and not because of the nature of the disease or the status of the beneficiary. The Hospital has never adopted any discriminatory policy against cancer patients or any other category of DGEHS beneficiaries.

It is further submitted that, at the request of DGEHS officials, the Hospital continued to provide cashless treatment to all patients who had already obtained approval for chemotherapy. Accordingly, the Hospital ensured the completion of the entire approved course of chemotherapy under the existing cashless arrangement, notwithstanding the prevailing operational constraints.

In view of the foregoing facts and circumstances, it is respectfully submitted that there has been no intentional or deliberate breach of the terms and conditions of the MoU. The temporary inability to provide cashless admissions arose solely due to unavoidable operational constraints beyond the Hospital's control. The Hospital has, at all times, acted bona fide, transparently, and in the best interests of patient care.

The Hospital assures the Competent Authority of its continued cooperation and reiterates its commitment to complying with the provisions of the DGEHS Scheme to the fullest extent possible."

4. Observations of the Commission

The Commission observes that despite service of the notice, the Complainant did not appear before the Commission. The department has put forth its case, but sought clarifications about the Complainant's DGEHS card details, confirmation of whether he is a serving employee or pensioner, and particulars of the illness and treatment for which he approached Max Super Specialty Hospital, Patparganj. In light of the hospital's response, these details are required for the department to examine the Complainant's grievance

5. Directions

The Complainant is directed to submit the details of his illness and the medical treatment he was taking at MAX Super Specialty Hospital, Patparganj, his DGEHS Card and whether he is a serving employee or a pensioner, within a week of receipt of this order to the respondent department, i.e., DGHS. Upon receipt of the aforesaid documents, the department is to examine the grievance, take appropriate action, and file an ATR on the next date of hearing. The ATR should also clarify the status of the hospital's request to withdraw cashless services under DGEHS and whether the same has any effect on the complainant's treatment. With these observations and directions, the matter is adjourned.

The next date of hearing is fixed for 16.11.2026 at 11.30 a.m.

(Ms. Shefali Sewak)
Part-Time MEMBER (PGC)

No.F.PGC/2026/A.II/DGHS/665 11835 **Dated:** 3/11/26

To,

1. The Director General Health, Directorate General of Health Services, Govt. of N.C.T. of Delhi, F-17, Karkardooma, Delhi – 110032.
2. The Technical Officer (PGC) to upload this order on the website of the PGC.

Copy for information to:

3. Shri Radhey Shyam, 71, B I, F Block Sector 11, Pratap Vihar, Ghaziabad, Uttar Pradesh 201009. M. no. 9871530331

(Ms. Shefali Sewak)
Part-Time MEMBER (PGC)