

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 : 05.10.2026

Complainant : Sh. Jitender Kumar (3003/7/2026)

Respondent : The Managing Director,
Delhi SC/ST/OBC/Min./PH Financial Dev. Corp.,
Sector 16, Rohini,
Delhi – 110089.

Grievance No. : PGC/2026/A-II/DSCSTOBCFINDEVC/631

1. Brief facts of the complaint

The grievance of the Complainant is that he was employed as an Assistant with the Delhi SC/ST/OBC/Minorities/PH Financial & Development Corporation (DSFDC), Govt. of NCT of Delhi, and retired on 30.06.2026. He states that he submitted medical bills amounting to Rs. 1,69,707/- towards expenses incurred on the hospitalization of his wife and himself. Despite being a beneficiary under the Delhi Government Employees Health Scheme (DGEHS), the medical expenses have not been reimbursed, causing him financial hardship. He has accordingly sought early reimbursement of the aforesaid medical bills.

2. Proceedings in the Public Grievance Commission

The PGC has convened the 2nd hearing in the matter on 05.10.2026.

3. Facts emerged during the proceedings

The Complainant appeared in person to pursue his grievance. However, none appeared on behalf of the Respondent department, nor has any ATR been filed. The Complainant stated that he had been informed by the concerned officials of DSFDC that the Corporation did not have sufficient funds to reimburse his medical bills. He further stated that the department had informed him that it had not received the Commission's previous order dated 07.09.2026.

The Complainant also informed the Commission that Shri Neeraj Kumar, Executive Director, DSFDC, is a senior officer who may be in a position to assist the Commission in the matter.

During the hearing, the Complainant submitted that his attendance at the proceedings entails absence from his present employment, resulting in deduction of his salary for the day. In view of these circumstances, the Commission has exempted the Complainant from personal appearance at subsequent hearings. The Commission shall continue to pursue the grievance with the Respondent department, and the Complainant shall be informed of the proceedings and directions issued by the Commission through copies of its orders.

4. Observations of the Commission

The Commission observes that the Respondent department has neither appeared before the Commission for the second consecutive hearing nor has it submitted an ATR, despite the directions issued on 07.09.2026. The continued absence of the Respondent department has prevented the Commission from ascertaining the status of the Complainant's medical reimbursement claim and the reasons for non-payment by the department. The Commission takes a serious view of the repeated non-appearance of the Respondent department and its failure to respond to the grievance.

5. Directions

The Managing Director, DSFDC, Govt. of NCT of Delhi, is hereby directed to look into the matter personally and ensure that Shri Neeraj Kumar, Executive Director, or another senior officer well versed with the matter, remains present at the next hearing before the Commission along with a detailed Action Taken Report. The ATR is to indicate the status of the Complainant's medical reimbursement claim, the reasons for its pendency, and the timeframe within which the reimbursement will be released. In the event that non-availability of funds is cited as the reason for non-payment, the department shall furnish a specific explanation in this regard, including the steps being taken to arrange the requisite funds.

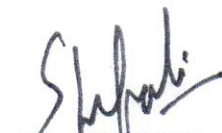
A reminder is to be issued to the Managing Director, DSFDC, enclosing copies of the Commission's orders dated 07.09.2026 and 05.10.2026, and requiring compliance with the aforesaid directions.



The Respondent department is cautioned that, in the event of its failure to appear and submit the ATR on the next date of hearing, the matter will be escalated to the Chief Secretary, Govt. of NCT of Delhi.

The Complainant is exempted from personal appearance on the next date of hearing. A copy of the order passed on the next date will be communicated to him by the Commission.

The next date of hearing is fixed for 29.10.2026 at 11.30 am.



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

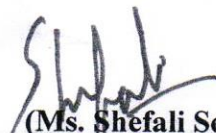
Dated: 9/10/26

No.F.PGC/2026/A.II/ DSCSTOBCFINDEVC /631 10774
To,

1. The Managing Director, Delhi SC/ST/OBC/Min./PH Financial Dev. Corp., Govt. of NCT of Delhi, Ambedkar Bhawan, Institutional Area. Sector 16, Rohini, Delhi – 110089.
2. Shri Naresh Kumar, ED dsfdcpatoed@gmail.com
3. The Technical Officer (PGC) to upload this order on the website of the PGC.

Copy for information to:

3. Sh. Jitender Kumar, R/O 766/I, Paschim Puri, New Delhi – 110063. M. No. 9810911612.



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