

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. Ajay Kumar Jain (Diary No.3689/8/2026)

Respondent : The Principal Secretary (H&FW),
Department of Health & Family Welfare,
Govt. of NCT of Delhi,
9th Level, Delhi Secretariat,
I.P. Estate, Delhi – 110002.

Grievance No. : PGC/2026/A-II/H&FW/647

1. Brief facts of the complaint

The complainant, Shri Ajay Kumar Jain, has filed the instant grievance claiming deficiencies and inadequacies in the treatment of his minor son at St. Stephen's Hospital, Delhi. He claims that his son was admitted at the said hospital from 22.08.2026 to 24.08.2026 after accidentally ingesting a toxic substance. The complainant states that the hospital initially recorded his son's name incorrectly, that there were delays in the child's treatment and discharge, and that the parents were not kept appropriately informed about the child's condition and treatment. He further submits that the hospital raised charges for medical consumables which were not actually used in the course of the treatment, as well as for doctor's consultations which did not take place. He has therefore raised a grievance against the hospital's billing procedure and processing of the insurance claim, and requests an independent inquiry into these allegations, with the request that appropriate action be taken against those responsible.

2. Proceedings in the Public Grievance Commission

The PGC has convened the 1st hearing in the matter on 05.10.2026.

3. Facts emerged during the proceedings

The complainant's wife appeared on his behalf. No representative appeared on behalf of the respondent Department. The complainant's wife reiterated the grievances regarding the hospital's billing procedure, particularly charges raised for medical consumables that were allegedly not used and doctor consultations that allegedly did not take place, as well as a delay in completing the discharge procedure, and issues concerning insurance payments. During the hearing, it emerged that the complainant had forwarded copies of his complaint to numerous other authorities, including the Health Department, GNCTD. However, the grievance had not been specifically pursued with the concerned Health Department for examination and redressal. The complainant's wife stated that the Public Grievances Commission was the first authority to have responded to the complaint which had been filed in multiple government offices.

4. Observations of the Commission

The Commission has considered the complaint and the submissions made during the hearing. The Commission observes that the grievances raised by the complainant primarily concern the functioning of a private hospital, including its medical and administrative practices, billing and discharge procedures, and insurance-related matters.

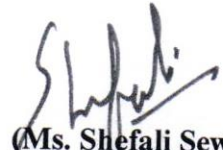
The allegations concerning the hospital should first be examined by the Health Department, to the extent that these matters fall within its jurisdiction. The Commission further observes that although the complainant has sent copies of the complaint to several authorities, including the Health Department, there is nothing on record to indicate that he has pursued the grievance with the Department of Health & Family Welfare, or sought its response before approaching this Commission.

Upon further examination of the complaint and the documents on record, the Commission finds that the grievance ought to first be pursued with the concerned Department. Accordingly, notwithstanding the next date of hearing communicated during the proceedings, the Commission does not consider it necessary to keep the matter pending at this stage. The Commission is of the view that the complainant should first avail himself of the grievance-redressal mechanism available with the Department of Health & Family Welfare before seeking intervention of this Commission.

5. Directions

In view of the above, the complainant is advised to approach the Department of Health & Family Welfare, and pursue his grievance regarding the alleged irregularities at St. Stephen's Hospital, insofar as the same fall within the Department's jurisdiction. The complainant will be at liberty to approach this Commission afresh in the event of inaction or inadequate redressal by the concerned Department.

Accordingly, no further intervention of the Commission is warranted at this stage, and the matter is disposed of.



(Ms. Shefali Sewak)

Part-Time MEMBER (PGC)

Dated: 9/10/26

No.F.PGC/2026/A.II/ H&FW/647 10720

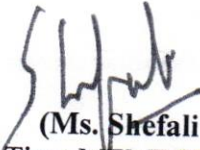
To,

1. The Principal Secretary (H&FW), Department of Health & Family Welfare, Govt. of NCT of Delhi, 9th Level, Delhi Secretariat, I.P. Estate, Delhi – 110002.

2. The Technical Officer (PGC) to upload this order on the website of the PGC.

✓ Copy for information to:

3. Sh. Ajay Kumar Jain, R/O B-53, Main Shastry Marg, Maujpur, Delhi – 110053. M. No. 9136592411, 9811392411. email : zenexinfo@gmail.com



(Ms. Shefali Sewak)

Part-Time MEMBER (PGC)