

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. Rahul Kumar (3690/8/2026)
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/649

1. Brief facts of the complaint

The complainant, Shri Rahul Kumar, has filed the instant grievance relating to the treatment of his wife at BLK-Max Super Speciality Hospital, Pusa Road, under the Delhi Government Employees Health Scheme (DGEHS) during her pregnancy in the year 2025. The complainant alleges that despite booking an appointment with Dr. Laxmi Mantri, his wife was examined on several occasions by other doctors who used Dr. Mantri's name and stamp on prescriptions. He has further alleged differential treatment of DGEHS beneficiaries and that, following an altercation between himself and Dr. Mantri, the hospital refused to provide further medical services to his wife. Thereafter, the complainant submitted a complaint dated 04.08.2025 to the Department, seeking action against the hospital for having his wife examined by doctors other than the one with whom appointments had been booked, and for subsequently refusing to provide her with medical services under the DGEHS scheme. He has approached this Commission alleging that the Department failed to take timely action, as a result of which his wife had to obtain medical treatment elsewhere at their own expense.

2. Proceedings in the Public Grievance Commission

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

3. Facts emerged during the proceedings

The complainant and the representative of the respondent Department were both present. The complainant reiterated his grievance and submitted that although he had booked an appointment with Dr. Laxmi Mantri, the hospital staff directed his wife to Room No. 60 for consultation with some other doctor. He stated that he insisted on consulting Dr. Mantri, following which an argument took place between him and the said doctor. Thereafter, the doctor called hospital security, and the complainant called the police which stated that it could not intervene in the matter. The Complainant stated that during the incident, he did not commit any such action which would warrant blacklisting at the hospital and denial of medical services to his wife.

The complainant further submitted that despite his complaint dated 04.08.2025, the Department did not take timely action against the hospital. He stated that his wife had to obtain medical treatment elsewhere and that the hospital's subsequent communication agreeing to provide medical services came only after the delivery of their baby on 23.09.2025.

The representative of the respondent Department submitted that the hospital attributed the blacklisting of the complainant and restriction of services to his wife to misbehaviour by the Complainant. She further stated that the complete records and chronology of correspondence with the hospital were not presently available and that the same would have to be obtained for submission of a detailed Action Taken Report.

4. Observations of the Commission

The Commission observes that the complaint concerns the medical services provided to the complainant's wife at a hospital that is empaneled with DGEHS and the action taken by the respondent Department on his complaint dated 04.08.2025. During the hearing, the complainant acknowledged that an argument took place between him and Dr. Laxmi Mantri, although he denied having engaged in any misconduct. However, it appears that the hospital attributed the restriction of services to the complainant's conduct. The circumstances leading to the restriction, as well as the action taken by the Department on the complainant's representation, require clarification from the record of the department.

5. Directions

In view of the above, the respondent Department is directed to submit an Action Taken Report on the next date of hearing, responding to the following:

- 1) The Department is to provide a chronology of the action taken on the complainant's representation dated 04.08.2025, specifying when the complaint was received, when it was forwarded to BLK-Max Super Specialty Hospital, when the hospital responded and what response was received. The Department is to also clarify whether the hospital's response was communicated to the complainant and, if so, on what date.
- 2) The Department shall clarify whether the DGEHS guidelines or the terms of empanelment contain any provisions regarding consultation by a particular doctor or examination of patients by substitute doctors, and whether the procedure followed by BLK-Max Hospital in the case of the complainant's wife was in accordance with the applicable guidelines.
- 3) An explanation from BLK-Max Super Speciality Hospital regarding the incident involving the complainant and Dr. Laxmi Mantri, including the circumstances in which hospital's security personnel were called, the reasons for restricting medical services to the complainant's wife, and the date and circumstances in which the hospital agreed to resume providing services.

The Department shall submit the relevant correspondence and supporting records with its ATR. **The next date of hearing is fixed for 02.11.2026 at 11:30 AM.**

No.F.PGC/2026/A.II/ DGHS/649 10783

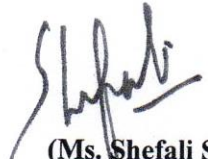
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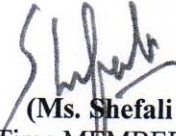
1. The Director General Health, Directorate General of Health Services, Govt. of N.C.T. of Delhi, F-17, Karkardooma, Delhi – 110032.

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

Copy for information to:

3. Sh. Rahul Kumar, R/O 3rd Floor, C-7, West Punjabi Bagh, Ner Shivaji Park Metro Station, Delhi – 110026. M. No. 9728249199.


(Ms. Shefali Sewak)
Part-Time MEMBER (PGC)
Dated: 9/10/26


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