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
Website : www.pgc.delhigovt.nic.in E-mail :pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 28.10.2026

Complainant	:	Sh. B.G.Sarkar
Respondent	:	Secretary, Department of Social Welfare
Grievance No.	:	PGC/2026/A-II/MCD/444

1. **Brief facts of the complaint**

Sh. B.G.Sarkar has filed a grievance in PGC regarding delay in getting help from financial assistance scheme for Persons with Benchmark Disabilities having high support needs from Department of Social Welfare, Govt. of NCT of Delhi.

2. **Proceedings in the Public Grievances Commission**

The PGC has convened sixth hearing in the matter on 28.10.2026 wherein the following were present :

Complainant	:	Present
Respondent	:	Sh. Ravinder Jangra, S.O. Dte. Of Social Welfare

3. **Relevant facts that emerged during the hearing :**

3.1 Sh. Ravinder Jangra, S.O., Department of Social Welfare was present in the hearing and submitted a status report from DSWO stating that :

"With reference to subject cited above, it is submitted that application of Sh. Neeta Sarkar for Financial Assistance Scheme for Persons with Benchmark Disabilities having High Support Needs bearing no. 26090000002319 was received on 28.01.2026.

Application further processed and query was raised on 07.04.2026 by DSWO and query was replied on 11.04.2026. Subsequently application was referred to

Assessment Board on 15.04.2026 as per laid down procedure. Assessment was completed on 22.07.2026 by Assessment Board at DDU Hospital and an overall score of 39% was given to the applicant.

The application was rejected on 22.07.2026 mentioning the reason of rejection that "The Applicant has duly been assessed by Medical Assessment Board (MAB) and accumulated score of the applicant is 39 while the minimum score is essentially required 60 to 100 as per the Eligibility Norms of the High Support Need Scheme, Hence Rejected"

During hearing on 27.08.2026, PGC vide order dated 31.08.26 advised the DSWO, South-West, Department of Social Welfare to take note of para 3.2 which is reproduce as under and explore the possibilities to accommodate the request of the complainant, as per Rules

Para 3.2
Report is received from Social Welfare Department. The complainant is not satisfied with the same and he is requesting for re-assessment from a different hospital other than DDU. The possibility to accommodate his request may kindly be explored by the department and if permitted under the rules, re-assessment from a different hospital shall be done.

Accordingly a proposal was submitted to DD(FAS) vide file comp. no.332847 DD(FAS) has observed as under on the aforesaid:

The matter has been examined with reference to the notified Financial Assistance Scheme for Persons with Benchmark Disabilities having High Support Needs.

In the instant case, the applicant was assessed by the Medical Assessment Board at DDU Hospital and awarded a score of 39, against the prescribed minimum score of 60 as mentioned in Note #3 by Superintendent, South-West.

As per Para 5(c) of the Scheme, the applicant is required to have a score of 60 to 100 as assessed by the Assessment Board. Further, Para 7(c) specifically provides that "the decision of the Assessment Board shall be final." Copy of the gazette notification is placed at page-39-47/C.

The notified Scheme does not provide for re-assessment by another hospital/ Assessment Board on the ground of dissatisfaction with the assessment already made. Accordingly, the request for re-assessment by another hospital is not covered under the existing provisions of the Scheme.

The report is submitted accordingly."

3.2 Complainant present in the hearing was not satisfied with the assessment done by the team of DDU Hospital and in turn with the report filed by the department. Commission is of the opinion that Medical Director, Deen Dayal Upadhayay Hospital may explore the possibility of re-assessment of the patient with a team of different Consultants, if permitted under the Rules.

4. **Recommendations of the Commission**

Medical Director, Deen Dayal Upadhayay Hospital is advised to take note of para 3.2 above and inform the Commission about the possibility of re-assessment of the patient, on the next date of hearing.

5. **Next Date of Hearing** : 03.12.2026 at 11.30 A.M

(R.P.UPADHYAYA), IPS (RETD.)
MEMBER

PGC/2026/A-II/MCD/444 11221-232 Dated : 2/11/26

To:

Medical Director, Deen Dayal Upadhyay Hospital, Govt. of NCT of Delhi, Hari Nagar, Delhi - 110064

Copy for information to :

Shri B.G.Sarkar, G-45, Third Floor, Nand Ram Park, Uttam Nagar, Delhi – 110059