



Office of the West Bengal Clinical Establishment Regulatory Commission

3rd floor, Standard Assurance Building 32 B.B.D Bag, Kolkata – 700001.

Phone:- (033) 2262-8447. Email : wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Memo No. 37 /WBCERC/2017

Dated 15th May,2017

O R D E R

The Government of West Bengal in terms of section 36 of the West Bengal Clinical Establishments(Registration, Regulation and Transparency) Act, 2017 notified vide Gazette no. 301-L dated 17.03.2017 has constituted the West Bengal Clinical Establishments Regulatory Commission for the purpose of regulation and supervision of the functioning and activities of the clinical establishments licensed under the Act to ensure accountability and transparency in dealing with patients by clinical establishment in providing patient care services, and to advise the Government on measures to be adopted for enhancing and augmenting the performance of clinical establishments in the State.

2. The Commission, now, in furtherance to the objectives as laid down under section 38(1) of the said Act hereby notifies the following for compliance by the licensed clinical establishments throughout the State-

- (i) All licensed clinical establishments shall set up Public Grievance Cell to redress grievances of service recipients. The name of Public Grievance officer shall be prominently displayed at prominent places including Emergency, OPD, Reception etc. of the clinical establishments with the location, contact number and e-mail ID. The clinical establishment shall also display such details at their website.
- (ii) The clinical establishments shall have audio visual provisions for recording of such grievances and interactions between the patient parties and the Public Grievance officer.
- (iii) The clinical establishment shall also provide for counseling of the patient/patient parties and name, location and contact number of such counselor shall be prominently displayed at vantage points. The counselor shall make aware the patient/patient parties *inter-alia* the services available its quality and address any other concerns of the patient/patient parties, if any.

- (iv) The clinical establishment , diagnostic centres or the doctors shall prescribe only essential diagnostic tests to the patient .
- (v) The clinical establishments shall host e-portal where real time display of billing is available for the treatment undertaken by a patient. The clinical establishment may provide a unique ID/Password to such patient/patient parties giving access to the e-portal.
- (vi) The clinical establishment shall prominently display the declared fees and charges relating to diagnostics, treatment packages, bed and cabin charges in case of both Out Patient and In Patient Department. Treatment packages, if any, shall also be prominently listed and displayed. All the above rates/charges shall also be displayed and accessible by the public on web portal of the clinical establishments.

3. The clinical establishments shall prominently display the address, contact details of the Commission at their premises as follows:

For complaints regarding over-billing, negligence in treatment or deficiency in services contact the West Bengal Clinical Establishment Regulatory Commission at Standard Assurance Building, 32, BBD Bag, Kolkata-700001. Phone: 033-22628447; Email: wbcerc@wb.gov.in; website: www.wbcerc.gov.in

4. The clinical establishments shall have to ensure full compliance under this order by 31st May, 2017.


(Arshad Hasan Warsi)

Secretary
West Bengal Clinical Establishments
Regulatory Commission

Copy for information and necessary action to :

1. District Magistrate (All)
2. CMOH & Licensing Authority (All) of the districts.
3. Assistant Director of Health & Licensing authority
in respect of Kolkata District
4. All licensed clinical establishments
5. Director, Health Services, West Bengal


Secretary

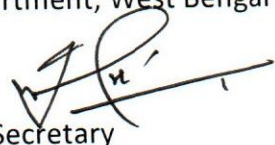
West Bengal Clinical Establishments
Regulatory Commission

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Copy for kind information to :

1. Additional Chief Secretary, Health & Family Welfare Department, West Bengal
2. Shri Anil Verma IAS, Vice-Chairperson ,WBCERC
3. Director, Health Services, West Bengal


Secretary

West Bengal Clinical Establishments
Regulatory Commission