

Case Reference:INT/KOL/2023/161

Ms. Sangeeta Chakraborty Complainant

vs

Belle Vue Clinic.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/09/2023	<p>The complaint would relate to Swasthya Sathi refusal.</p> <p>According to the complainant, they wanted to have their patient admitted under Swasthya Sathi that was denied by Bellevue on the ground, they would treat only cardiology and orthopaedic patient under the scheme. The patient was thus admitted as a cash patient on August 7, 2023.</p> <p>The complainant, for the first time, contacted Swasthya Sathi portal on August 10, 2023 when they were assisted for blocking the treatment under Swasthya Sathi portal. However, Belle Vue did not have any ICU bed vacant. Hence, the department offered shifting of patient under Swasthya Sathi to another hospital. The complainant did not agree for such transfer and requested</p>

		<p>for some discount in fees. The patient has been treated and discharged after cure.</p>
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According to the CE, the patient all throughout admitted as a cash patient and a sum of Rs. 1,60,542/- was charged and realised.

Neither of the parties has shared the detailed bill with us.

Mr. Tandon, representing CE, in his usual fairness, would admit, necessary discount has not been given. He would assure, a detailed break up bill would be sent to the Commission in course of the day so that the Commission may consider the bill and appropriate discount may be calculated and informed to the CE so that money can be refunded directly to the complainant.

We dispose of the complaint by directing the CE to share with us a detailed break up bill so that we could determine the amount of refund that would be communicated to the CE.

CE is directed to transfer the amount at once as soon



			<p>as the bank details are shared by the complainant.</p> <p>The complaint is disposed of accordingly.</p> <p>Sd/-</p> <p>The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authentic</i></p> <p><i>J.P.</i></p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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