

Case Reference: INT/KOL/2023/164

Mr. Sourav Sarkar Complainant

vs

AMRI, Saltlake..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/09/2023	<p>The complaint would relate to Swasthya Sathi refusal as well as billing.</p> <p>The complainant alleged that the patient was refused admission under Swasthya Sathi scheme. The patient was critical. She was admitted in cash mode.</p> <p>The CE has given a list of 36 patients being treated on the day of admission under Swasthya Sathi Scheme.</p> <p>The complainant would also contend that a patient came at 6.45 pm, he was admitted under Swasthya Sathi whereas the subject patient reached at 6.26 pm, she was refused.</p> <p>Dr. Bhattacharjee, representing the CE, would explain</p>

the situation. According to him, their might have been earlier blocking of the Swasthya Sathi card that resulted in the anomaly. However, he would verify and communicate the exact reason for this anomaly to the complainant.

The complainant would contend, CE has charged Rs. 7,000/- for one dengue test and they have realised Rs. 14,000/- for two tests.

Dr. Maitrayee Banerjee, our esteemed member, would opine, in no stretch of imagination the amount could go beyond little above of Rs. 1,000/-.

We direct the CE to give a proper explanation as to the cost of the dengue test to the Commission with a copy to the complaint within a week from date.

Needless to mention, the explanation should also include details of the expenditure that the CE would have to incur for one such test.

On the question of billing, we do not find any serious lapses on the part of the CE. According to us, a





sum of Rs. 5,078/- was charged beyond our Advisory rate whereas the CE already offered Rs. 20,000/- as discount. The complainant has not yet accepted the same.

Let him accept the same by sharing his bank details so that money could be transferred to his account.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]