Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:INT/KOL/2023/170

Ms. Shanta Ray ....**complainant**

vs

AMRI, Mukundapur.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	04/10/ 2023	The complaint would relate to refusal in admission. The patient was critically ill and flown to Kolkata from Lucknow. The patent was wheeled to the CE direct from the airport. According to the complainant, while he disclosed that he would be admitting the patient under WBHS category the duty manager refused to admit on the ground of " no vacancy". We asked for response. The CE would contend, on that day there had been more than 15 percent scheme patients. According to them, 15 patients of WBHS, another 40 of Swasthya Saathi and 20 CGHS patients were admitted. Hence, they could not accommodate.

We asked for a list of patients admitted on that day under WBHS category. They sent us a complete list of the patients and it would be difficult for us to find out the desired information.

We enquired whether the patient was evaluated by the emergency officer or not. Such question was carefully avoided even in their second reply.

At the hearing, Soma Das Mukherjee, Manager IPD, represents CE. According to her, on that day 26 WBHS patients were admitted that would clearly contradict the dated September 19, 2023 mail sent by Dr. Gautam Hazarika, Medical Administration Head.

On evaluation, Ms. Das Mukherjee would contend, the patient was asked to wait as the emergency medical officer was busy with other patient. The complainant would categorically deny such assertion.

We have requested Ms. Das Mukherjee to draw our attention to any of the two responses to support her assertion she is unable to do so.

			WBHS patients are being admitted under tie up with the government on the one hand and the CE on the another hand. It is not expected that all the beds would be available to accommodate WBHS patient. From the discussion as above, it is clear that CE is not definite how many patients on that day were undergoing treatment in WBHS category. According to Dr. Hazarika 15 patients were there under WBHS whereas Das Mukherjee would contend, 26 patients were admitted under WBHS. On evaluation of the condition of the patient, both the responses received by us are silent on the issue while Ms. Das Mukherjee would assert, patient was asked to wait however they refused. The second response would give a complete contradicting picture. According to the second response, the manager on duty already informed the patient that no bed was available. On his insistence the manager on duty took the complainant to the ICU to show that beds were

full.

The CE is not definite as to which stand they would take before us.

It is a fit and proper case where we should impose appropriate penalty on the CE.

We direct the payment of Rs. 25,000/- to the complainant on sharing of his bank details so that the amount of compensation must be transferred to his account at once.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishm
Regulatory Commission