

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/NPG/2023/182

Mr. Prasenjit Singh..... Complainant

vs

Medica Super Speciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	05/10/2023	<p>The complaint would relate to admission refusal in a case of ICU patient. The patient was undergoing treatment at ICU in another CE. At that juncture, the complainant wanted to transfer the patient to a higher set up and contacted Medica over phone. On the basis of oral assurance the patient was shifted at about 11.55 p.m. Medica refused admission on the ground, they did not have any vacancy in WBHS quota. However, they continued treatment in emergency upto 7.30 a.m. on the next morning when the patient was shifted to some other CE.</p> <p>The complainant would contend, the hospital consistently refuse treatment on the ground that they do</p>

not have WBHS bed vacant. Even in case of OPD consultation, they do not give any early appointment.

Mr. Komal Dashora, President, compliance, Medica, is present online. He has shared his mobile number with the complainant. The patient is having dialysis twice a week. Mr. Dashora would assure, there would be no further difficulty in future.

In case the complainant would face any problem he would be at liberty to approach us at the right moment.

Before we part with, we would express our displeasure on the issue.

Our esteem member Dr. M.L. Saha is present online. He would express dissatisfaction as according to him there cannot be any quota in WBHS in any hospital.

We have examined the response. We have gone through paragraph 6 of the reply. The explanation given by the CE is not exhaustive. Be that as it may, we hope and trust, the CE would be cautious enough in future to



prevent this kind of complaint from the WBHS patients.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authentic

[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]