

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/NPG/2024/037**

**Mr. Rajib Bhowmick ..... Complainant**

**vs**

**Mother Nursing Home Pvt. Ltd..... Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	27/02/2024	<p>The complaint would relate to extortion of money in a case of Swasthya Sathi admission.</p> <p>The complainant would contend, he had to pay Rs. 47,000/- despite admitting his mother under Swasthya Sathi Scheme.</p> <p>The CE is present online. They would try to defend the complaint by contending, investigations had to be out sourced as they did not have facility. Medicines were also outsourced hence, the cost.</p> <p>Mr. Soumitra Bag, Assistant General Manager, of the CE, would contend, the amount would be much less than what has been claimed.</p>

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Whatever, might be the amount, in a case of Swasthya Sathi admission the patient could not have to pay a single penny.

The CE has wrongly realised the amount which they should not have.

According to the CE, the amount would be maximum Rs. 20,000/- and not Rs. 47,000/-.

We direct the CE to pay the said sum of Rs. 20,000/- at once.

We also permit the complainant to produce all the receipts for the additional sum of Rs. 27,000/- or any part thereof. As and when those receipts are produced the CE would be liable to make payment of the said sum immediately on production of the documents.

In case the sum of Rs. 20,000/- is not paid within a week from date the amount would carry interest at the rate of 7 per cent per annum until realisation.





In case despite production of the documents or copy thereof pertaining to the disputed amount of Rs. 27,000/- or any part thereof the complainant would be at liberty to approach us afresh so that we can take strict measure as against the CE.

The complainant is directed to share his bank details with the CE so that money could be transferred to his account directly.

The complaint is disposed off 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

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Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

*Q*