

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2024/080

Mr. Amit Kairi Complainant

vs

K P C Hospital, Jadavpur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	02/04/2024	<p>The complaint would relate to excess amount received in a case of Swasthya Sathi admission as well as other deficiencies in nursing service.</p> <p>The complainant would contend, apart from deposit of Rs. 30,000/- he also had to pay for the medicine to the extent of Rs. 12,000/- and emergency service for Rs. 2,200/-.</p> <p>Mr. Subhojit Karmakar, representing the Hospital, would admit, the patient was initially admitted on March 06, 2024 at about 4.30 am as a cash patient and investigations and medicines were charged. However, on the same day evening, the patient was transferred to Swasthya Sathi category. No money was charged from</p>

him, thereafter.

With regard to the other two allegations, Mr. Karmakar would submit, the patient had bruise on both the arms that was recorded in the admission sheet duly signed by the complainant. With regard to UTI infection he would rely upon the investigation report that would show that infection was within the normal limit.

We have considered the rival contentions. While we are impressed by the explanation given by the CE on the alleged deficiencies of nursing service we cannot be ad-
idem on the other issue.

When a patient desires to be admitted under Swasthya Sathi Scheme and was in fact transferred to Swasthya Sathi Scheme within few hours of admission, the admission would have a retrospective effect and no money could be charged on that count.

We may allow the investigation cost that was done at the emergency level.

We may also allow the emergency treatment cost.

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However, the medicines purchased by the complainant must be reimbursed.

Around Rs. 48,000/- were paid out of which Rs. 13,000/- were charged on account of investigation and Rs. 2,200/- as emergency service that would amount to Rs. 15,200/-.

Balance amount of Rs. 31,800/ be refunded to the complainant on sharing of his bank details.

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

Authentic
Secretary
West Bengal Clinical Establishment
Regulatory Commission