

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:INT/NAD/2024/090

Mr. Sibaprasad Dey Complainant

vs

Central Nursing home, Krishnanagar.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	25/04/2024	<p>The complaint would relate to Swasthya Sathi refusal as well as billing.</p> <p>The complainant would contend, the CE refused admission on the ground, they do not accept Swasthya Sathi card.</p> <p>Mr. Debanjan Sarkar, Manager of the CE, would deny such allegation. According to him, the patient came dead at night when Swasthya Sathi Desk was closed.</p> <p>We are not impressed by his submission at all.</p> <p>In any emergency case patient could be admitted provisionally on the undertaking of the patient and / or the patient family to produce Swasthya Sathi card with 24</p>

hours of admission so that pre authorization can be applied for.

We direct the CMOH, Nadia to keep a strict vigil on this nursing home.

They would contend, they have already applied for upgradation. The CMOH is directed to act on the same in accordance with the rules applicable therefor.

We have examined the bill. The CE separately charged for RMO as well as for service charge that were not permissible. Medicine and consumable were supplied at MRP that should attract appropriate discount.

We have shared our calculation sheet with the parties. According to us, a sum of Rs. 3983/- is liable to be refunded on account of RMO charge, service charge and medicine and consumable discount.

The complainant is directed to approach the nursing home either personally or by sending his bank details so that money could be transferred to him at once.





Since the complaint has come up for the first time we do not impose any penalty on the nursing home for the irregularities referred to above.

We hope and trust, henceforth, they would not refuse any Swasthya Sathi patient for admission. For cash patient, they must not charge for RMO or service charge separately, as the case may be.

The CMOH, Nadia is directed to see that our direction is appropriately adhered to by the CE.

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