

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2024/097

Sk. Habibul Hasan..... Complainant

vs

CMRI.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/04/2024	<p>The complaint would relate to Swasthya Sathi refusal as well as over billing.</p> <p>The complainant complained that the patient was not admitted under Swasthya Sathi category on the ground, there was no recommendation from any OPD doctor. The CE would however, have a different version. According to them, there was no vacancy in that category. We are not impressed. However, there was no contemporaneous complaint of refusal and patient have already been discharged as a cash patient. We are thus not in a position how to take any action on that score.</p> <p>In course of hearing, Dr. Bhattacharjee would agree</p>



to give reasonable discount on compassionate ground.

We direct refund of Rs. 10,000/- to the complainant on sharing of his bank details.

Henceforth we, hope and expect, the CE would, at least, admit 10 per cent patients in such category.

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


Secretary
West Bengal Clinical Establishment
Regulatory Commission