

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/KOL/2024/099**

Ms. Nikita Jain ..... Complainant

vs

Health Pillar Hospital Pvt.Ltd..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	13/05/2024	<p>The patient wanted to be admitted under Swasthya Sathi category that was initially refused. Complaint was made to the department. With their intervention, the patient was transferred to Swasthya Sathi mode. CE however declined to refund the advance that they took during admission.</p> <p>We received the complaint on April 8, 2024. We immediately mailed it to the CE for their response. Vague reply came on April 29, 2024 after office hours that was taken on record on April 30, 2024 where they would admit “ <i>some short of payment</i>” was made.</p> <p>Our office contacted the CE requesting them to provide details of the expenses for which they had</p>



		<p>already appropriated Rs. 40,000/- taken as advance.</p> <p>Even at the time of hearing nothing was produced.</p> <p>The conduct of the CE is deplorable.</p> <p>The complainant would contend, when the patient was transferred to Swastha Sathi mode they harassed the patient family. No proper treatment was given to the patient that was denied by the CE.</p> <p>In course of hearing CE would agree to refund the said sum of Rs. 40,000/- that was taken as advance within a month from date.</p> <p>Since this is a first complaint as against the CE made to the Commission we do not wish to impose any penalty on them. We caution the CE, in case there is any recurrence of the like nature we would take appropriate steps against them.</p> <p>The complainant is directed to share her bank details with the CE so that money can be transferred within a month from date.</p>
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The complainant would also contend, she supplied medicines. She would be at liberty to produce the cash memos and the requisition slips to the CE so that actual reimbursement could also be made to her.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission