

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/NOR/62/2024-25

Mr. Depanjan Nath **Complainant**

vs

Manipal (AMRI), Dhakuria.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	31/07/2024	<p>The complaint would relate to harassment in admission. The patient had an orthopaedic injury dead at night on June 22, 2024. The patient was taken to the Emergency when she wanted to be admitted in corporate category as she was enjoying cashless benefit from Coal India Limited by dint of her husband's employment with Coal India Limited during his lifetime.</p> <p>The patient was admitted without any hindrance. Within 20 minutes after admission, the complainant was asked to transfer the patient in cash category as according to them they could get access to the Coal India Portal to have prior authorisation.</p> <p>The patient was kept for about 12 hours when she</p>

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was discharged on the ground that her health condition would not permit any surgery to be done.

The complainant would raise various issues :-

- i) His father was a Coal India Employee and as such his mother was entitled to be admitted as a cashless patient in corporate category. Initially that was done and immediately thereafter they wanted to transfer her as a cash patient demanding advance for the same. It was not possible for him to do so.
- ii) Since the patient was entitled to be admitted in cashless mode there could be no question of transferring her in cash mode.
- iii) He wanted to have his mother discharged immediately that was not allowed and the hospital continued to bill the patient on the pretext of treatment. However, on the next day, the orthopaedic surgeon opined that the patient should be discharged as surgery was not possible. By that time, the hospital billed around 16,000/- at the CGHS rate applicable for Coal India patients. Hence, the complaint.

In response to the complaint, the CE would contend, they had technical problem with the Coal India Portal and as such they could not get any access hence, this complication.

We are of the view, since they were not in a position to access the portal it was their problem with their corporate for which they should have made it clear right at the time of admission. They did not do so.

Either they should treat the patient as a cash patient billing her at the cash mode or treat the patient as corporate patient billing her at Coal India mode and get reimbursement from Coal India directly. There cannot be any via-media.

We direct refund of the said sum of Rs. 16,322/- to the complainant with his undertaking that he would not claim reimbursement from Coal India and would assist Manipal, Dhakuria to get the reimbursement directly from Coal India.

The complaint is disposed of.

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Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – 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