

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/HOW/275/2024-25

Mr. Lucky Patra Complainant

vs

Green View Clinic Pvt. Ltd., Alampur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	09/04/2025	<p>The patient was admitted under Swasthya Sathi Scheme. However, raising a technical issue the CE denied assistance and treated the patient on a cash basis. The patient had already been advised for discharge by the treating doctor on February 26, 2025. Since then, the patient was kept as hostage for payment of bills that is not liable to be paid by the patient and/or his relatives since admission was supposed to be under Swasthya Sathi mode.</p> <p>CEO of the CE , Prasanta Samanta, is present online. According to him, since the Swasthya Sathi Card was not linked-up with Aadhar, the CE was not able to access to the portal. The complainant would, however,</p>



contend, when she was told, she did the required correction and the card was deposited on the next day. Be that as it may, even if we give full credence to the CE that there were some technical glitch for which the admission could not be uploaded in the portal, they should have contacted the Swasthya Sathi Cell of the Government for assistance, they have not done so.

It is a heinous crime to detain the patient as hostage for so long.

We direct the local Police Station to assist the complainant so that the complainant could take back her patient in course of the day. Inspector-in-charge, Sankrail Police Station is directed to render all necessary assistance to the complainant.

The CE would be at liberty to contact the Swasthya Sathi Cell and in case such contact is established the department should regularise the admission retrospectively from February 17, 2025 being the date of admission.

In case of any difficulty, the CE would be at liberty to contact the Commission.

The CMOH, Howrah is directed to keep a strict vigil on the CE so that there is no such recurrence..

The complaint is disposed of.

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
Secretary
West Bengal Clinical Establishment
Regulatory Commission