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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/MAL/295/2024-25

AND

WBCERC/MAL/296/2024-25

Ms. Mou Rani Sur Complainant

vs

Deblakshmi Health Care Pvt. Ltd. (DRL Hospital).....Respondent/

Respondents

AND

Mr. Ajay Bhagat Complainant

vs

Deblakshmi Health Care Pvt. Ltd. (DRL Hospital).....Respondent/

Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	17/04/2025	<p>Since both the cases would have identical issues we dispose off both the complaints by the foregoing order.</p> <p>Two complaints have been forwarded to us by ADM, Malda (Health). Both patients were employees of Railway and the Railway referred the patients to Deblakshmi Health Care Pvt. Ltd who has a tie-up with the railways for cashless admission for their employees. Both of them were admitted there.</p> <p>In case of Bijay Sur, the patient required neurological intervention. The concerned doctors counselled the patient relatives and informed them that</p>



the patient would require neurological intervention for which a sum of Rs. 1.2 lakhs should immediately be paid. The patient family contradicted the management by contending that it was a case of cashless admission of Railway employees. On the insistence on the doctors, they paid Rs. 11,000/- by bank transfer through UPI method and paid the balance amount by cash. They would rely upon a computer generated receipt of Rs. 1,20,000/- printed by Dr. Pralay Ranjan Das.

At the hearing, Dr Das is present online. He would contend, since it was a cashless admission question of demanding money would not arise. He would deny receipt of such money despite being confronted by the complainant with the UPI screen shot shown in the mobile.

It appears from the screen shot that the money had gone to Mr. Saumya Jyoti Sarkar.

Dr. Dibyojyoti Sarkar, also present online, would admit, Mr. Saumya Jyoti Sarkar is a director of the CE in whose account the money was transferred. Dr. Sarkar could not offer sufficient explanation as to the payment

except a bare denial that they did not receive any money.

This is a clear case of extortion in a case of cashless admission.

We request the Superintendent of Police, Malda to immediately intervene in the case and take appropriate action against the CE. The Railway Authority should also be informed accordingly.

The CMOH, Malda is directed to make a strict vigil on the nursing home including physical inspection of the CE.

Needless to say, Police Administration should keep the Commission updated preferably, within a month from date.

This order would however not prevent the CE to refund the entire money, if they so like, upon intimation to the Commission.

In the case of Shri Ajay Bhagat, since the patient relatives could not pay the treatment was not properly done.

In both the cases the patient breathed their last at the

CE.

The complaints are disposed of accordingly.

A copy of this order be also sent to the DM, Malda and CMOH, Malda for their information.

Sd/-

The 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

Authentic

**Secretary
West Bengal Clinical Establishment
Regulatory Commission**