

Case Reference:WBCERC/KOL/114/2025-26

Ms. Rinu Paul..... Complainant

vs

Desun Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	06/08/2025	<p>The complaint would relate to Swasthya Sathi refusal in a case of critically ill patient having gastrological problem.</p> <p>The complainant, the wife of the patient present online, would narrate her ordeal. According to her, she had no means to have the patient treated under cash mode that was specifically made clear to the management. She wanted to have her patient admitted under Swasthya Sathi mode that was disallowed. As the patient was critically ill she was compelled to admit him under cash mode by arranging money from outside. The next very day she produced the Swasthya Sathi Card however, that was not accepted. From time to time, the CE demanded money. She could pay only Rs. 70,000/- in all. However, neither</p>

*B*

*[Signature]*

the CE continued treatment nor discharged him in absence of clearance of the bill. She could ultimately get the patient discharged by taking Police help. At present the patient is under OPD consultation in SSKM Hospital.

The CE is represented by Dr Soumitra Sen. According to him, the patient was admitted under cash mode. They continued his treatment and ultimately had to discharge the patient without clearance of the bill. According to them, the total amount of the bill was Rs. 9,15,210/- and the patient could pay only Rs.70,000/- and the entire balance sum had to be waved by the CE.

We find from the record that the Swasthya Sathi Department had already issued show cause notice that was replied to by the CE. The outcome is not known to us.

The complainant would contend, she has no financial resource to treat her husband who would need immediate surgery.

We request Professor, Dr, Manimoy Banerjee, Director, SSKM to take the case on priority and requisite treatment be done to the patient without any delay.





The complainant is directed to contact Dr. Banerjee's office so that the treatment procedure can be effectively taken care of.

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