

Office of the West Bengal Clinical Establishment Regulatory Commission<sup>an</sup>

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**Case Reference: INT/KOL/2025/044**

Dr. Sudipta Bhowmik ..... **Complainant**

**vs**

Narayan Memorial Hospital.....**Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	19/09/2025	<p>Despite notice, the complainant is absent.</p> <p>The complaint would relate to Swasthya Saathi refusal and billing.</p> <p>The patient was admitted on August 15, 2025 with acute breathing problem. The patient was discharged after treatment on August 22, 2025. Pacemaker was implanted that was charged under Swasthya Saathi mode. The hospital, in their response, would admit that the patient wanted to have the admission transferred under Swasthya Saathi mode. However, the Swasthya Saathi card was produced after four days of admission hence, they could not retrospectively treat the patient under Swasthy Saathi</p>





mode.

We direct the CE to upload all records including bill in the Swasthya Saathi portal. Swasthya Saathi department is directed to assess the treatment cost for the period August 15, 2025 to August 18, 2025 under Swasthya Saathi mode and inform the package amount to the CE.

For the period August 15, 2025 to August 18, 2025 hospital would be obliged to refund the excess amount realised by the CE, after retaining the cost so to be assessed by the department in terms of the foregoing order.

The CE would be entitled to have reimbursement of the package cost from the Swasthya Saathi department for the period, August 19, 2025 to August 22, 2025 as already approved by department.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson



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Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*

  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission