

Case Reference: WBCERC/SPG/162/2025-26

Mr. Sk Jakib Complainant

vs

Apollo Multispeciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/09/2025	<p>The complaint would relate to Swasthya Sathi refusal in case of a planned surgery. The complainant had Insurance Policy that was however rejected by the Insurance company. By that time, the patient already booked the OT for August 4, 2025 for surgery. He took admission on August 3, 2025.</p> <p>The complainant would contend, when the Insurance company rejected cashless approval he wanted to get the patient admitted under Swasthya Sathi category that was refused by the admission desk.</p> <p>The CE is represented by Dr. Bhatia and Ms. Yosodhara Ghosh.</p> <p>Ms Ghosh would contend, it was true, patient</p>

wanted to be admitted under mediclaim policy however, the Insurance company rejected the pre-authorisation. The patient wanted to have the surgery under cash mode. Accordingly, he was admitted and discharged after surgery. Swastha Sathi Card was never produced.

It is difficult for us to believe one version against the other. Ms. Ghosh asserts, from April to September 2025 they treated 70 patients on an average per day under Swastha Sathi mode. They also have dedicated Swastha Sathi Admission Desk.

We appreciate gesture shown by the one of the best medical institute of the State.

We hope and expect, they would continue to give such service to the Swastha Sathi Card holders.

Coming back to the present complaint, we do not find any scope to interfere.

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/-

Smt Madhabi Das – Member

Authenticated
WJ

Secretary
West Bengal Clinical Establishment
Regulatory Commission