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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/211/2025-26

Mr. Jiten Paul Complainant

vs

Jagannath Gupta Institute of Medical Science, Budge

Budge.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/11/2025	<p>The patient was admitted from Jharkhand where he was covered by Ayushman Bharat Scheme. The patient was admitted on cashless basis. However, in course of treatment, the patient wanted to discontinue treatment and go back home State for further treatment.</p> <p>Patient was discharged on DORB.</p> <p>CE billed Rs. 14, 441/- on the ground that as per the agreement that the CE is having with the Ayushman Bharat Scheme, DORB patients</p>

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are not entitled to cashless benefit.

Dr. Saha has interaction with Dr. Chatterjee, representing the CE.

According to Dr. Saha, the patient should have been discharged "on request" instead of DORB and in that case the CE could be entitled to bill the patient under the Scheme for the treatment that was given to the patient during his stay at the CE.

We direct the CE refund the said sum of Rs. 14, 441/- upon furnishing of bank details by the complainant .

The CE would be entitled to raise their bill with the appropriate authority running the Ayushman Bharat Scheme.

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

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission