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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/ NPG /214/2025-26

Mrs. Santosh Devi Sonar..... Complainant

vs

Calcutta Heart Clinic & Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	10/11/2025	<p>The complaint would relate to refusal to admit a critical patient under Swasthya Sathi mode.</p> <p>On October 1, 2025 when the entire State was celebrating their annual festival the patient attended Emergency at about one o' clock at night. The patient relatives were duly counselled by the cardiologists that we find from the video shared by the CE with us.</p> <p>There had been almost 99 per cent blockage of three arteries. Immediate care should have been done and it was done.</p> <p>The patient was admitted in a most critical state. The hospital asked the complainant to admit the patient on</p>

cash mode. Accordingly, the patient was admitted on cash mode.

Within 24 hours of admission the complainant sent a mail to the Swasthya Sathi Department at about 12.27 p.m. inter alia asking the department to interfere as the CE refused admission under Swasthya Sathi mode. The mail was not replied to. The complainant again took up the issue through Whatsapp.

On October 3, 2025 the department escalated the issue with the hospital however, the patient was not transferred under Swasthya Sathi on the ground that retrospective benefit could not be given.

We are not at all impressed by the response given by the CE. We also feel, the department was not active on the festive day.

Considering the situation, we request the Health Department to take it as a special case and allow use of the card retrospectively on October 1, 2025.

We direct the hospital to refund the bill amount paid



by the complainant after receipt of payment from the Swasthya Sathi Department.

The complainant is also directed to share his bank details so that money could be refunded as directed above.

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

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission