

12
Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: INT/KOL/2025/041

Mr. Newton Kundu Complainant

vs

Peerless Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/09/2025	<p>The complaint would relate to refusal to admit the patient in WBHS category.</p> <p>With the history of fever for a prolonged period of 20-25 days the patient attended the emergency of Peerless on August 9, 2025 at 4.21 p.m. According to the hospital, the emergency officer assessed the patient, gave emergency treatment and advised admission however, the admission desk refused admission on the ground that there was no vacancy in WBHS category. The patient was billed for Rs. 4,599/- on account of</p>

emergency care.

The complainant would contend, since the patient was critical he should have been given admission giving priority even if there was no vacancy. CE should not have charged a hefty amount of Rs. 4,599/-.

The complainant would further contend, when he requested for admission the admission desk advised him to get the patient admitted under cash mode and assured that whenever there would be vacancy in WBHS category the patient would be transferred.

No guarantee was given as to the transfer of the patient in WBHS category. Moreover, so long the patient would be treated under cash mode investigations and other treatment would not be charged under WBHS rate.

Dr. Sudipta Mitra, representing Peerless, would submit, that as per their record 48 patients were getting treatment on that day under WBHS category alongwith other Swasthya Sathi patients and Ayusman patients. Hence, the patient could not be accommodated however, he was assured, as and when vacancy would arise the patient would be transferred.

Mr. Avik Roy, representing Finance Department, State of West Bengal, Medical Cell, would submit that as per their portal 43 patients were under treatment on that particular day apart from 10 new admissions.

We have considered the rival contentions. From the records produced by Peerless as well as Mr. Roy, it is clear, there were substantial number of patients being treated under WBHS category.

Hence, refusal was justifiable.

Dr. Mitra would submit, that the bill was made at WBHS rate.

Let Peerless upload the bill under WBHS portal. Mr. Roy would assure, as and when the bill is uploaded that would be considered and approved.

The complainant is directed to share his bank details with Peerless so that money could be refunded to him as and when received from the WBHS department.

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


Secretary
West Bengal Clinical Establishment
Regulatory Commission