

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: WBCERC/PAB/165/2025-26

Mr. Sourav Bauri Complainant

vs

Shree Hospital, Kulti.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/09/2025	<p>This complaint would relate to Swasthya Sathi refusal.</p> <p>The patient was admitted on August 20, 2025 and discharged on August 25, 2025.</p> <p>At the time of admission the Emergency Medical Officer advised investigations that were done.</p> <p>According to the complainant, when he wanted to have the patient admitted under Swasthya Sathi mode the Emergency Medical Officer referred him to Swasthya Sathi desk. Swasthya Sathi representative</p>





categorically told him, whether the patient would be admitted under Swasthya Sathi or not, was only decided by the concerned doctor. At that time, Dr. S Roy who was the treating doctor was not present. In this process two days were lost. On August 23, 2025 he could talk to the concerned doctor, however, the doctor refused to transfer the patient under Swasthya Sathi mode.

The treating doctor is present online.

He would strenuously dispute the contentions of the complainant. According to him, for personal reasons, he was out of station. Decision to admit the patient under Swasthya Sathi mode, is taken by the administration, not the doctor. The CE would assert that they are regularly treating Swasthya Sathi patients.

They are directed to share the occupancy chart under Swasthya Sathi mode on August 20, 2025

within a week from date.

In course of hearing, the hospital offers a discount of Rs. 10,000/-.

The complainant is directed to share his bank details so that money could be paid to him at once.

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