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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/NPG/227/2025-26

Mr. Ananta Mondal Complainant

vs

Charnock Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/12/2025	<p>The complaint would relate to admission refusal twice within a period of 15 days interval.</p> <p>The complainant was under Dr. Debalina Brahma, Gynaecologist. On the fateful day, the patient had rapture and she was rushed to Charnock Hospital for admission as advised by Dr. Brahma.</p> <p>According to the patient, who is present on-line along with her husband, the complainant above named, she was not even allotted a bed at the Emergency. She was provided only with a</p>

wheel chair. The Emergency medical officer examined her and advised admission. The admission was however, refused when the CE came to know, the patient wanted to be admitted under WBHS category.

The patient immediately rushed to another establishment and got her baby delivered there. The incident happened on October 31, 2025 at around 11.15 pm. After delivery, the patient was discharged. On November 5, 2025 the patient got severe headache, neck pain and un-controlled blood pressure. This time, she was provided with an Emergency bed for checking her vitals. However, she was refused admission on the ground that there was no vacancy in WBHS category.

After receipt of the complaint we asked for

details of admission of WBHS patients on those days. It appears that the CE, being 250 bedded hospital, had 3 WBHS patients admitted on October 31, 2025 and 4 WBHS patients on November 5, 2025.

Ms. Ipsita Kundu, representing the CE, would contend, the list provided by the CE would relate to maternity ward where the patient was supposed to get admitted. The entire ward was full on those two occasions hence, she was refused admission.

We have interaction with the complainant as well as the CE. We are not at all impressed by the response given by Charnock.

Even if we accept their explanation with regard to the first admission there could not be any plausible reason for the second refusal.



We impose penalty of Rs. 40,000/-^{*)} for two refusals to be paid to the patient upon sharing of her bank details.

CE must also send a letter of unqualified apology to the patient.

The complainant would contend, since he did not get any cashless benefit he had to pay the bills on both the occasions.

We grant him liberty to apply for reimbursement that would be considered by the authority according to the rules.

The complaint is disposed of Accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

SmtMadhabi Das – Member