

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/KOI/234/2025-26

Mr. Deba Prasad Sarkar..... Complainant

vs

Upkar Nursing Home.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	05/01/2026	<p>The complaint would relate to refusal in a case of Swasthya Saathi admission.</p> <p>The patient was admitted in a critical state on November 28, 2025. According to the complainant, the nursing home refused admission under Swasthya Saathi. Considering the status of the patient, they were compelled to admit the patient in cash mode.</p> <p>On November 30, 2025 the complainant sent a mail to one of the officials of the state government dealing with Swasthya Saathi portal making complaint.</p> <p>Such complaint should have been raised in the notified portal following the prescribed guidelines in Swasthya Saathi mode that has not been done hence, we</p>

are unable to interfere in this complaint.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) MakhanLalSaha – Member

Sd/-


Dr.Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission

B