

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/KOL/208/2025-26

Mr.Dilip Kr Sarkar **Complainant**

vs

CMRI.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	30/01/2026	<p>The complaint would relate to refusal to admit a patient under Swasthya Sathi.</p> <p>The CE has given a response categorically denying such allegation.Paragraph 4 and 5B of the response, being relevant herein, are quoted below:-</p> <p><i>“The said patient did not disclose at the time of admission that he had a Swasthya Sathi Card. Since the patient neither produced the Swasthya Sathi Card or relevant insurance details, he was admitted as a cash patient.</i></p>

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Neither at the time of admission, nor during the entire stay of 10 days, nor at the time of discharge, did the patient and/or his relatives disclosed that the said patient had a Swasthya Sathi Card nor produced the same at any time before the CMRI”.

At the hearing, the complainant would admit, he did not make any contemporaneous complaint in the Swasthya Sathi Portal.

In absence of any such contemporaneous complaint, it would be difficult for us to interfere.

The patient was treated as cash patient and was billed for Rs. 2,93,894/-.

We have examined the bill. We have pointed out the irregularities to Dr. Bhattacharjee, representing the CE online. A sum of Rs. 17,923/-

has been charged in excess.

We direct refund of the said sum of Rs. 17,923/-. Dr. Bhattacharjee would assure us, the said sum would be refunded.

The complainant is directed to share his bank details so that the said sum of Rs. 17,923/- be refunded to him atonce.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-


Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

SmtMadhabi Das – Member

Authenticable

Secretary
West Bengal Clinical Establishment
Regulatory Commission