

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/KOL/234/2025-26

Deba Prasad Sarkar Complainant

vs

Upkar Nursing Home..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	18/02/2026	<p>The complaint would relate to refusal to admit a patient under Swasthya Sathi.</p> <p>We disposed of the complaint on January 5, 2026 refusing to interfere, in absence of any cogent contemporaneous evidence.</p> <p>The complainant has now come up in review. According to him, the CE should give all medical records and there should be a thorough investigation as to whether the CE was following the Swasthya Sathi rules.</p> <p>We carefully perused the complaint that would only relate to refusal to admit a patient under Swasthya Sathi</p>

and nothing else.

We disposed of the same, as observed hereinbefore. However, for ends of justice, we wish to go into the other issues raised by the complainant.

The complainant would raise issue for non-submission of the test reports. The CE has drawn our attention at page 11 of the medical records that would show that Mr Debasish Sarkar, the son of the patient, already received all reports. Hence, such prayer is rejected.

We have examined the bill. We find, there was exorbitant billing. When we have pointed out the irregularities the representative of the CE would agree to refund Rs. 15,000/- to the complainant.

Let the complainant send his bank details to the CE so that the said sum of Rs. 15,000/- is refunded at once.

The complaint is disposed of accordingly.



			<p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p><i>[Signature]</i></p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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