

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/NPG/214/2025-26

Ms. Santosh Devi Sonar..... Complainant

vs

Calcutta Heart Clinic & Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/04/ 2026	<p>We disposed of this complaint by an order dated November 10, 2025 whereby we requested Swasthya Saathi department to consider the case by taking a special measure to grant retrospective approval. We also directed the CE to refund the cash amount that they realised from the patient after receipt of the approved amount from Swasthya Saathi Department.</p> <p>The complainant would contend, he has already supplied bank details to the CE however, the order has not been complied with.</p>



Mr. Avik Roy representing Swasthya Saathi portal, would submit, the CE should apply for special approval in terms of our order dated November 10, 2025. As soon as such application is made by the CE order would be complied with.

Dr. Chatterjee representing the CE is present online. He would also assure, necessary steps would be taken in this regard so that order could be complied with at an early date.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authentic
Secretary
West Bengal Clinical Establishment
Regulatory Commission