

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:INT/KOL/2026/009

Suman Nandi Complainant

vs

Anandalok Hospital, Saltlake.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	11/03/2026	<p>The complaint would relate to unfortunate death of a patient.</p> <p>The facts reveals, 49 years old female patient was admitted in a very critical state at the CE. The patient was admitted under Swasthya Sathi mode. It transpired later on that they did not have appropriate set up to treat the patient.</p> <p>CE would contend, they did not want to admit the patient as she required pulmonary treatment that was not available in the CE. On the insistence of the patient relatives the patient was</p>



admitted.

According to the CE, it was clarified to the patient relatives that under Swasthya Sathi mode only bed charge would be covered. Balance payment would have to be made by the complainant.

The CE billed a sum of Rs. 2,64,555/-. The complainant approached the Health Department and a sum of Rs. 95,600/- was sanctioned by the Government, over and above the Swasthya Sathi rate, as a special case. Even, then the patient was not discharged despite booking made at a Government hospital for shifting. The patient relatives were in constant touch with the Commission and with our interference the matter could be resolved to a substantial extent when the CE granted discount of Rs. 51,646/-.



However, they claimed the balance amount of Rs. 80,000/- that the complainant could not pay. Patient discharge was grossly delayed. Ultimately, the patient was shifted to a Government hospital. Her condition deteriorated and ultimately she breathed her last.

The complainant has now come up as against the exorbitant billing.

The CE would contend, the entire issue was settled and a sum of Rs. 80,000/- was outstanding.

The complainant would contend, he had to sign such declaration under a compelling circumstance. He was all throughout under the impression that the entire treatment would be covered by the Swasthya Sathi mode.

The patient was admitted under Swasthya





Sathi in a critical state. The Department also granted approval for a higher amount of Rs. 96,400/-. The complainant paid Rs. 70,000/- in cash. Taking a sum total of the situation we feel, the CE should not insist upon the balance sum of Rs. 80,000/-.

Ms. Dolly Roy, representative of the CE, would contend, in deference to the desire of the Commission they already discounted the bill to the extent of Rs. 51,646/- leaving a balance sum of Rs. 80,000/- that is still outstanding.

We direct the CE not to insist upon the said outstanding.

Ms. Roy, has alleged that there has been constant threat from the patient relatives on the CE.

The complainant present online, would deny





such allegation.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]