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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/KOL/292/2025-26

Mr. Satyajit Saha ..... Complainants

vs

Rameswara Nursing Home, Ultadanga.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	27/03/2026	<p>Despite notice, the complainant is absent.</p> <p>The complaint would relate to Swasthya Saathi refusal. The patient was admitted on February 16, 2026 under Swasthya Saathi mode however, the complainant could not produce the Swasthya Saathi card as it was not traceable at that time. Subsequently, they submitted an E-card on February 19, 2026.</p> <p>The complainant raised issue of refusal on February 20, 2026 however, the nursing home subsequently uploaded the e-card successfully in</p>

the Swasthya Saathi portal. Bill was accordingly settled at the time of discharge.

It appears that the grievance has already been redressed.

We do not find any scope of further interference.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Dr. Maitrayee Banerjee – Member

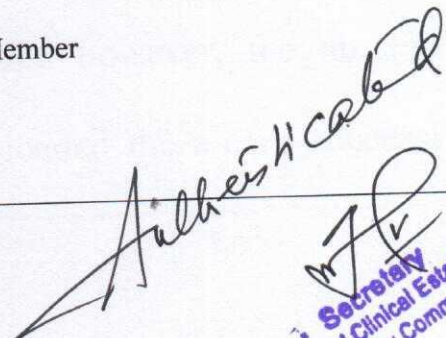
Sd/-

Smt Madhabi Das – Member

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Secretary  
West Bengal Clinical Establishment  
Regulatory Commission