

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: Appeal Case

Santanu Bera Complainant

vs

Medical Cell, Howrah Zilla School.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	13/04/2026	<p>The complaint would relate to questioning refusal to reimburse a medical bill under WBHS category.</p> <p>The complainant, a school teacher in a government school being a WBHS beneficiary, wanted to treat her wife for orthopaedic intervention during covid period. He admitted his wife at Vellore Cristian Medical College where he spent Rs. 2,93,170/-. The authority has refused to sanction reimbursement of the medical bill on the ground that no prior permission was obtained by</p>



the beneficiary before admitting the patient outside the State for treatment.

The complainant present online, would submit, during covid period he could not get any proper assistance from any local hospital. As such, in desperation, he had to go to Christian Medical College, Vellore for appropriate treatment. Before leaving the State he also applied for permission from his employer. As such, he should be entitled to reimbursement.

Mr. Avik Roy, Medical Cell Executive, representing the State, would submit that there is no provision for post-facto approval in case of treatment in WBHS category outside the State.

Mr. Debasis Benerjee, Learned Advocate representing the complainant would leave the issue to the discretion of the Commission.

		<p>We have considered the issue. We have carefully considered the letter written by the complainant to the then headmaster of the school where he asked for permission for "station leave" that could not be construed as a prior permission to get his wife treated outside the State under WBHS category. Hence, the prayer of the complainant cannot be accepted.</p> <p>The patient was treated at Velore that too, during covid period, critical time that the country had faced.</p> <p>There is a provision for medical reimbursement in case of admission in any non-empanelled hospital.</p> <p>We would request the administration to consider the treatment cost strictly as per the rules treating it as a non-recognised admission and pass</p>
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on the benefit to the beneficiary, to the extent possible.

We abundantly make it clear, we have made a departure considering the criticality of situation, particularly the period involved and the circumstances that should not be utilised as a precedence.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]

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