

Office of the West Bengal Clinical Establishment Regulatory Commission

1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

Case Reference: WBCERC/PUB/18/2026-27

Ms. Bristy Sadhukhan ..... Complainant

vs

Sharanya Multi-Speciality Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	29/05/2026	<p>The complaint would relate to Swasthya Sathi admission where the complainant was forced to pay the investigation cost for pre anaesthesia check up as well as medicines which are already covered by the scheme.</p> <p>The complainant would contend, the CE has taken Rs. 8,420/-. Despite protest, she was compelled to pay the said sum.</p> <p>We have examined the records.</p>

The CE could at best, demand Rs. 1,000/- that was paid for X-ray done at the Emergency. However, the tests done for pre anaesthesia check up and the medicines could not have been charged by the CE.

We direct the CE to refund Rs. 7,420/- at once to the complainant on sharing of her bank details.

We also impose a penalty of Rs. 5,000/- on the CE to be deposited with the Commission at the earliest.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member