

Case Reference: WBCERC/EMID/23/2026-27

Mr. Jubedali Khan ..... Complainant

vs

Nabajiban Maternity Cum Nursing Home.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	29/05/2026	<p>The complaint would relate to refusal to admit a patient under Swasthya Sathi on the plea, since the patient was below 50 years of age Swasthya Sathi card would not be allowed.</p> <p>The complainant was compelled to get the patient admitted on cash mode and a sum of Rs. 23,000/- was charged for the said purpose.</p> <p>At the hearing, representative of the CE,</p>



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would submit, someone from the Swasthya Sathi Department informed them that the patient under 50 years of age would not be allowed to be treated under Swasthya Sathi mode. However, he is not in a position to produce any document to support his contention.

We have heard both sides.

Interest of justice would be sub-served if we direct the CE to retain the amount that the hospital could have charged on Swasthya Sathi mode and refund the balance amount to the complainant.

The CE representative would submit that had this patient been treated under Swasthya



Sathi they would have charged Rs. 11,500/-.

Hence, the balance sum of Rs. 12,500/- be refunded to the complainant on sharing of his bank details.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

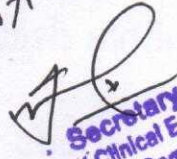
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission