

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/NPG/2026/18

Ms. Rajasi Bose Complainant

vs

Anandalok Hospital, Salt lake.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	05/06/2026	The complaint would relate to refusal to admit a patient for cholecystectomy under Swasthya Sathi mode. The facts reveal, the patient wanted to have admission for planned surgery. She visited the CE on May 11, 2026 when she was refused admission under Swasthya Sathi mode. Hence, she was admitted under cash mode. Surgery was done on the next day and



		she was released on May 13, 2026. The CE has billed Rs. 30,000/-. The complainant would contend, the patient was refused admission without any justification. She would also contend, on the second day of admission they came to know, CE was allowing admission under Swasthya Sathi mode. The CE has given their response. According to them, during transitional period they were not sure whether the Swasthya Sathi scheme would be entertained or not. Hence, they asked the patient to get her admitted under cash mode and surgery was done accordingly. On the
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		next day, when they got clarification from the Department they again resumed admission under Swasthya Sathi mode. We have considered the issue. The response given by the CE would sound logic. Interest of justice would be sub-served if we direct the CE to charge the patient on Swasthya Sathi mode. The Medical Superintendent present online would submit, had it been under Swasthya Sathi mode they would get Rs. 22,000/- from the department. Hence, we direct the CE to refund the balance sum of Rs. 8,000/- on sharing of bank details by the
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			complainant. 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 <i>Authenticate</i> <i>Secretary</i> West Bengal Clinical Establishment Regulatory Commission
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