

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/80/2026-27

Ms. Madhumita Shaw Complainant

vs

Ramkrishna Mission Seva Pratishthan.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	03/07/2026	The complaint would relate to Swasthya Sathi admission where cash payments were taken. 75 years old female patient was admitted through Emergency at about 1.49 am on May 13, 2026. The patient wanted to be admitted under Swasthya Sathi mode however, it was not allowed. Swasthya Sathi card was subsequently blocked at 7.59 pm on the same day.

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		Despite treatment, the patient breathed her last at 8.40 am on May 15, 2026. The CE has given their response. According to them, since it was transitional period and the CE was not sure whether Swasthya Sathi card could be blocked or not they initially did not block the same. Subsequently, it was done as mentioned hereinbefore. The entire treatment was billed for Rs. 43,000/- . However, the complainant paid Rs. 24,500/. We have heard the parties as also the Swasthya Sathi Grievance Cell. This particular case would fall in the batches of
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		Swasthya Sathi problem faced during the second week of May, 2026 due to change of Government. As we have done in other like cases, we direct the CE to bill the patient in cash mode for May 13, 2026 (from 1.49 am to 7.59 pm) and retain the said sum out of the deposit made by the complainant and refund the balance to her on sharing of her bank details. We also understand, formal discharge of the Swasthya Sathi admission was not done. The complainant is directed to complete the formalities so that the CE could recover the Swasthya Sathi authorised amount.
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			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 <i>Authenticated</i> <i>[Signature]</i> Secretary West Bengal Clinical Establishment Regulatory Commission
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