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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/PAB/114/2026-27

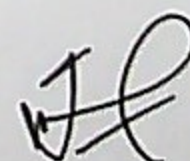
Mr. Anup Adhikary Complainant

vs

Citizen Hospital , Durgapur..... Respondent/ Respondents

ORDER SHEET

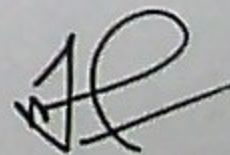
Office Note	Order No.	Date	Order
	1.	15/07/2026	The complaint would relate to extortion in a case of Swasthya Sathi admission. We received this complaint on June 16, 2026. According to the complainant, the patient was admitted on June 13, 2026 at about 6 pm and the CE would support such statement. However, our Swasthya Sathi Cell would inform us, the card was blocked on the same day at about 1.23 pm.



		We have been favoured with few videos that would indicate that there had been monetary transaction during the treatment of the patient. Even after discharge of the patient the complainant had to pay additional sum for follow up check up within fortnight from the date of discharge.
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We have seen video where a lady was insisting that such amount has to be paid to get the formal prescription otherwise it would not be given.

Last but not the least, we received a mail from the complainant on June 17, 2026 expressing his intention to withdraw the complaint. Today, we have received a mail from the complainant that the earlier letter



of withdrawal was signed by him under duress.

We are told that the patient was admitted through a middle man called Mr. Dayamoy Ghosh.

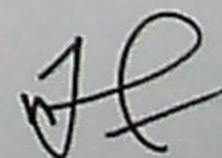
We direct CMOH, Paschim Burdwan to make a thorough enquiry.

We also direct Swasthya Sathi Cell not to block any card on behalf of the concerned CE unless and until the issue is finally resolved.

The CMOH is directed to take appropriate steps against the CE and bring it to a logical conclusion upon notice to Commission.

We abundantly make it clear, if the

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CMOH wants to take any positive steps in favour of the hospital he must inform us well in advance.

CMOH, Paschim Burdwan, is also directed to assist the complainant for further treatment required for the patient.

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
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission