

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/117/2026-27

Ms. Moumita Chakraborty Complainants

vs

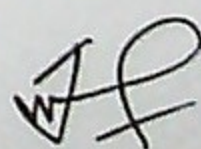
Desun Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	15/07/2026	The complaint would relate to Swasthya Sathi refusal. The patient approached the Emergency with chest pain. The patient wanted to be admitted under Swasthya Sathi scheme that was refused by the CE. Since, the patient was having distress the complainant was compelled to admit the patient under cash mode and a sum of Rs. 60,000/- was deposited on that score. The complainant did

not continue treatment there and discharged the patient after about one day stay. The CE deducted Rs. 30,000/- from the advance and refunded the balance amount of Rs. 30,000/. The complainant would contend, she approached the CE to get the patient admitted under Swasthya Sathi scheme that was refused.

The CE would contend, they assured, subsequently the patient would be blocked under Swasthya Sathi. The complainant refused to continue treatment and got the patient discharged. The CE retained Rs. 30,000/- on account of Angiography package of Rs. 25,000/-, Rs. 5,000/- for medicine and other related expenses for



angiography.

We have considered the issue. According to the CE, they did not refuse the patient to get admitted under Swasthya Sathi rather, they assured that the patient would be subsequently accommodated.

We understand, the angiography package under Swasthya Sathi scheme would amount to Rs. 10,000/- (all inclusive).

We direct the CE to refund the balance sum of Rs. 20,000/- to the complainant on sharing of her bank details.

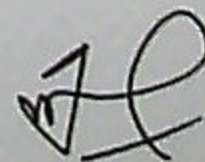
The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member



			Sd/- Dr. Maitrayee Banerjee – Member Sd/- Smt Madhabi Das – Member <i>Aulhankate</i> <i>[Signature]</i> Secretary West Bengal Clinical Establishment Regulatory Commission
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