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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/PUB/68/2026-27

Sk Koyel Hossain..... Complainant

vs

Meditech Hospital, Burdwan..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/07/2026	The complaint would relate to Swasthya Sathi admission where a sum of Rs. 44,000/- has been realised in cash. The CE has given their response denying any payment. However, in course of hearing Mr. Priyam Chatterjee, reception staff has appeared and admitted having taken the money from the complainant to the extent of Rs.11,000/-. According to Mr. Chatterjee, the

complainant approached him for cash. He paid the money in exchange of online transfer made by the complainant.

We do not find any such hint being given in the response. The story is totally disbelieved.

Rs. 33,000/- was billed on account of medicine. Medicines bills are annexed. However, according to the CE, those were made only for the purpose of maintaining their record. No Monetary transaction took place.

The concerned pharmacist is absent. CE would ask for sometime to verify such payment.

Representative from the Swasthya Sathi



		Cell present online, would inform us, in a case of Emergency admission even if any amount is paid within 24 hours preceding the card blocking such advance is bound to be refunded.
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In this case, the card was blocked and the package amount was received by the CE.

We direct refund of Rs. 44,000/- to the complainant on sharing of his bank details.

CMOH, Purba Burdwan is directed to make a surprise inspection and take it to a logical conclusion if there is any deficiency or unethical practice.

Swasthya Sathi Cell is directed not to block any card on behalf of the CE unless



and until the amount is paid.

The complainant is directed to share his bank details with the CE so that the money could be refunded to him.

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

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission