

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2022/050

Ms. Monorama Saha Complainant

vs

Kasturi Medical Centre, Thakurpukur and RamKrishna Mission Seva
Pratisthans..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	25/02/2022	<p>The complaint would relate to Swastha Saathi refusal. Initially, complainant made complaint against the first CE however, in reply, as a second thought, she also made allegation against the second CE that is now turned out to be wrong. We deprecate this practice and express our strong displeasure towards the complainant for falsely implicating the second CE.</p> <p>The patient went to the first CE for admission under Swastha Saathi that was denied on the plea, they would accept Swastha Saathi card only in case of dental, orthopaedic and ophthalmology. The patient was</p>



subsequently shifted under the scheme however, for the pre Swastha Saathi period the patient party had to spend Rs. 28,012/-. Dr. Mukherjee representing CE would admit refusal however, he would explain the situation by contending, once the Swastha Saathi department accepted the proposal with effect from February 9, 2022 they transferred the patient under the scheme and did not bill the patient party. He has no plausible explanation why the patient was initially refused. Be that as it may, in course of hearing, Dr. Mukherjee, in his usual fairness, would offer refund of a sum of Rs. 10,000/- that was accepted as advance. He would further contend, the other part of the money being Rs. 18,200/- was spent for the medicine. He would admit, the medicine was supplied at MRP.

We direct refund of the sum Rs. 10,000/- being the advance and Rs. 1,800/-, as 10 percent discount on medicine aggregating to Rs. 11,800/- .

Dr. Mukherjee prays for a week time to pay it of. His



prayer is allowed.

The complainant is directed to share his bank details so that money could be transferred to her account directly.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

[Signature]

ARSHAD HASAN WARSI
Secretary
W. B. C. E. R. C.