

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/KOL/2022/044

Mr. Sandip Paul Complainant

vs

Eskag Sanjeevani, Baranagar..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	25/02/2022	<p>The complaint would relate to billing as well as misbehaviour. Patient died during treatment. The complainant could get hold of the personal mobile number of the Hon'ble Chairman and contemporaneously made a frantic call to the chairman for his help. The chairman immediately instructed the Secretary who intervened and with his intervention the dead body could be released.</p> <p>The conduct of the CE is deplorable.</p> <p>The facts reveal, the patient was admitted under</p>

Swasthya Sathi Scheme. According to the patient party, CE did not raise any issue at the time of admission, subsequently, they claimed money for treatment as according to them, the treatment cost may not be approved by Swasthya Sathi Department. To continue the treatment the patient party had to spend Rs. 57,000/-. Subsequently, it transpired, the CE also claimed Rs. 56,340/- and got due approval from the concerned department under Swasthya Sathi Scheme.

The representative of the CE would contend, they are Grade "B" hospital and the relevant treatment could not be given at the Grade "B" hospital. They requested the patient party to shift the patient to any Government hospital. The patient party, at that juncture, agreed to continue the treatment as a cash patient. Accordingly, they treated her. Subsequently, Swaathya Sathi



Department approved the treatment and paid a part of the treatment cost. CE justified receipt of Rs 56,342/- from Swasthya Sathi Department as well as Rs. 57,000/- from the patient party. Even, thereafter, they withheld hand over of the dead body on the plea, further some was due and payable. We express our strong displeasure.

We feel, interest of justice would be sub-served, if we could ameliorate the grievance of the patient party by directing refund of at least, Rs. 27,000/-. The complainant is directed to share her bank details with the CE through whats app and on such sharing of the bank details the CE would immediately transfer the said sum of Rs.27,000/- to the account of the complainant. We caution the CE, henceforth, in case this type of complaint recurs we would be referring the issue to the licensing authority for appropriate action.



The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

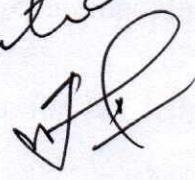
Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission