

Office of the West Bengal Clinical Establishment  
Regulatory Commission

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Memo No 1710 /WBCERC/6M-09/2020

Dated 12<sup>nd</sup> October ,2020

**NOTICE**

The West Bengal Clinical Establishment Regulatory Commission (WBCERC) has passed an advisory in respect of private ambulance service which is as follows .

This is communicated to all concerned for information and compliance.

**ADVISORY-16**

Whereas it has come to the notice of the Commission, the patients and / or their family are immensely inconvenienced by the ambulance service providers who are reportedly demanding hefty sums , taking advantage of the situation.

*JK*

And

Whereas the matter has been referred by the Department of Department of Health vide Memo no 26/HF/LAWS/SC/COVID/432/9/2020 to the Commission for fixing up a reasonable charge for ambulances in terms of order passed by the Hon'ble Supreme Court on 11<sup>th</sup> September while disposing a Writ petition no 523 /2020( Earth &Anr vs Union of India and others).

And

Whereas the Commission has already consulted Transport Department and obtained their concurrence in this regard.

And

Whereas the Govt provides free ambulance service namely "102 toll-free ambulance service" and "Nischay Yan" for transportation of pregnant /post delivery women and infants throughout the state. The Govt has also made special arrangement for providing free of cost ambulance to covid positive for admission in hospital , both in the Government and private hospital. The rate of private ambulance, thus, needs to be fixed as per order of the Hon'ble Supreme Court .

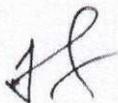
JP

And

Whereas the Commission desires to frame a uniform policy after due consultation with the State administration for transportation of patients by private ambulance service and thus fixes the following charges

HENCEFORTH, the private health sector where the patients would be having treatment and / or undergoing treatment, would be responsible for transportation of the patients and depending upon the need of the patient, the hospital authorities would provide adequate transportation service including critical care ambulance. In such event, they would be charging a reasonable amount for such transportation considering the distance of transportation and that charge, in no circumstance, would cross a maximum limit of Rs.3,000/- within the municipal limits of Kolkata and suburb. However, the Commission would request and expect return service to be provided free of cost as a goodwill gesture by the clinical establishment where the patient has been undergoing treatment.

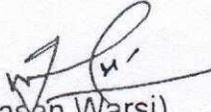
In other cases, the tariff would be as follows, that would be applicable in case of all freelance/private ambulance service providers:-



- I. Transportation - Rs 25/- per kilometer for AC Ambulance and Rs 20 for Non-AC ambulance .
- II. In case of COVID -19 patients, Rs 300/- would be payable for sanitization that would be done before the patient could be taken to ambulance.
- III. In case of COVID -19 patients, P.P.E. charges would be available @ Rs.500/- per trip.  
In case of critical care, Rs.500 per hour would be charged as additional cost of ventilation / critical care service, if required.
- IV. Oxygen service, if required - Rs.300/- per hour.

The Commission would hope and trust, the private health sector, ambulance service providers and all concerned would adhere to the norms enumerated in the foregoing advisory.

It is made abundantly clear that issuance of this advisory would not in any way affect the existing free ambulance service being provided by the State Govt if and when asked for by the members of public.

  
(Arshad Hasan Warsi)  
Secretary

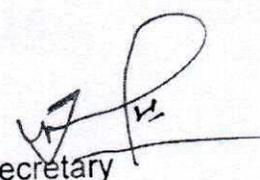
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Copy forwarded to :

1. The Principal Secretary, Department of Health and Family Welfare ,  
Govt of West Bengal
2. The Principal Secretary, Transport Department , Govt of West  
Bengal with a request for intimation to all stake –holders .
3. The Director, information , Department of information and Culture ,  
Govt of West Bengal with a request to give it a for wide publicity.
4. The Director, Health Services , Department of Health and Family  
Welfare , Govt of West Bengal
5. Members , WBCERC for kind information
6. The Chief Executive Officer/Unit Head / General Manager  
Clinical Establishments ( All) for information and compliance .
7. PA to Hon'ble Chairperson, WBCERC
8. Office Copy

  
Secretary

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Regulatory Commission

