

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/PAB/2022/087**

Mr. Dayanand Singh ..... Complainant

vs

IQ City Medical College Hospital..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	21/04/2022	<p>The complaint mainly relates to Swasthya Sathi refusal.</p> <p>The patient was critically ill. He approached the Government Hospital. They referred him to a better facility. Hence, the complainant approached the IQ City Hospital.</p> <p>The CE would contend, they immediately took the patient in emergency, gave all medical support that the patient would need. The hospital would also admit that the patient was having Swasthya Sathi Card. However, when the treating Doctor advised him ICU isolation admission they expressed their inability in view of no vacancy in such category. The patient went back to</p>



government hospital wherefrom he came. Ultimately he breathed his last at the Government set up.

The CE has given a response. According to them, they treat Swasthya Sathi patients. When the patient approached them along with Swasthya Sathi Card they took him in emergency and got him treated. However, when he was found to be having Covid symptoms the concerned Doctor advised him ICU Isolation. As there was no available bed in such category, they expressed their inability to admit and the patient went back. On that particular day, out of 528 bedded hospital 126 Swasthya Sathi patients were there, out of them 25 patients were admitted on that day. They had 12 bedded ICU Isolation. It was fully occupied when the patient was advised admission.

We are satisfied with the response. We are very sorry to note that the patient could not get admission that he was requiring at that particular moment.

The Learned Advocate assisting the complainant,



would contend, response is inconsistent. If the concerned Doctor would find the patient having covid symptoms they should have done could test that was not done. He would also say, the Hospital took money for the emergency treatment that they should not have when they knew that the patient was having Swasthya Sathi card.

The patient was having Covid symptoms and would need ICU Isolation as advised by the Doctor. The hospital had to go by the advise of the concerned Doctor. If the complainant wants to question such decision of the Doctor he should approach the appropriate authority as it would be outside our domain.

The other part of the submission of the Learned Advocate would sound logic. We direct the hospital to refund the entire cost that they realised for emergency treatment.

We direct the complainant to share his bank details so that the entire amount that he had to pay, is refunded by the CE at once.



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/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

*Arjun H. Das*  
WBCER