



WEST BENGAL  
CLINICAL  
ESTABLISHMENT  
REGULATORY  
COMMISSION

Porisheba-Poribesh-Swacchata-Arogya  
Symposium, 23<sup>th</sup> - 27<sup>th</sup> May, 2022  
Siliguri – Darjeeling



The Government of West Bengal, under the **West Bengal Clinical Establishment (Registration, Regulation and Transparency) Act (2017)**, has set up the **West Bengal Clinical Establishment Regulatory Commission (WBCERC)**. The West Bengal Clinical Establishment Regulatory Commission has regulatory, supervisory and grievance redressal functions. It can award compensation up to 50 lakhs in cases of deficiency in service/irrational or unethical trade practice. It is also empowered to make regulations fixing charges or rates for indoor and outdoor patient departments. This is aimed at ensuring and enforcing transparency in dealing with patients by the clinical establishments.

The high-powered commission is a 13-member body headed by a former judge as the Chairperson, a Vice-Chairperson and 11 other members. It comprises members from the medical fraternity, civil administration and police authorities.

**The present formation of the commission is as follows:**

1.	Justice Ashim Kumar Banerjee	Chairperson
2.	Shri Binod Kumar, IAS	Vice-Chairperson
3.	Dr. Sukumar Mukherjee	Member
4.	Mr. SK Thade, IAS	Member
5.	Dr. Gopal Krishna Dhali	Member
6.	Dr. Abhijit Chowdhury	Member
7.	Dr. Makhanlal Saha	Member
8.	Dr. Madhusudan Banerjee	Member
9.	Dr. Maitreyi Banerjee	Member
10.	Shri Debasis Bhattacharya	Member
11.	Shri Anuj Sharma, IPS	Member
12.	Shri Praveen Kumar Tripathi, IPS	Member
13.	Smt Madhabi Das	Member

The commission has a secretariat with a sanctioned strength of 45 (officers, assistants and other support staff). It is headed by **Shri Arshad Hasan Warsi, WBCS (Ex), Secretary, WBCERC & Ex. Officio-Addl Secretary to the Govt.**

The **West Bengal Clinical Establishment Regulatory Commission (WBCERC)** launched an online **Grievance Redressal System** for the effective and timely redressal of citizens' grievances, against clinical establishments, in a meaningful and effective manner. The **Grievance Redressal System** is aimed at quick and speedy disposal of the grievances through an online system, by Keeping the complainant updated on the time-to-time status of the adjudication.

**Salient features of the Grievance Redressal System:**

- Automated grievance redressal system with little or no physical touchpoint
- Notice to clinical establishments for preliminary report/notice of hearing
- Role-based user access with defined process flow
- e-Mail/SMS notification
- Reduced delay in the provision of healthcare through prompt response to the grievance of patients
- Ensures delivery of quality healthcare

**Process flow and benefits provided:**

- Helps in submitting grievances and complaints regarding over-billing, negligence in treatment or deficiency in service, against private hospitals and nursing homes
- More accurate estimates of treatment cost and more transparent billing
- Penalty, due to negligence in healthcare, force hospitals to treat patients more attentively
- Increased access of people to improved quality of health services at affordable and viable costs
- Increased confidence of the community in private health sector, owing to better quality of services and best practices

**The commission disposes of cases in the shortest possible time, and in some cases, the matter is settled in a hearing or two.**

**The Commission has issued 28 Nos of advisories on various issues.**

The status of the complaints and their disposal is as follows:

	Till 06.05.2022 since inception	Till 06.05.2022 since Feb 2019
Total no. of complaints received	1351	1199
Total no. of cases heard	1341	1074
Total no. of cases disposed	1340	1170
Total no. of cases in which compensation / refund was awarded	562	529
Total amount of compensation awarded	Rs 5,71,16,604.00	Rs 4,61,83,353.00

#### Porisheba-Poribesh-Swacchata-Arogya

- The purpose of the symposium is to have an interaction with all stakeholders in the private health sector
- To promote, advance, and strengthen services (Porisheba) and management in the private hospitals
- To improve and create an environment (Poribesh) for better, harmonious and quality services in the private health sector
- To promote and ensure transparency (Swacchata) and ethical practices with speedy redressal of public grievances in private sector hospitals
- To ensure hassle-free treatment and facilitate cure (Arogya) in private sector hospitals.



Message from Hon'ble Chief Minister  
Smt. Mamata Banerjee

মমতা বানার্জী  
মমতা বৈনর্জী  
ممتا بنرجی  
Mamata Banerjee



মুখ্যমন্ত্রী, পশ্চিমবঙ্গ  
मुख्यमंत्री, पश्चिम बंगाल  
مترى اعلیٰ بنگال  
CHIEF MINISTER, WEST BENGAL

২৯ অক্টোবর, ২০২০

প্রিয়

উৎসবের আবহে আবার নতুন উৎসবের সূচনা।

সম্পন্ন হল আমাদের শ্রেষ্ঠ উৎসব - শারদোৎসব। বিশ্বব্যাপী অভিনব করোনা পরিস্থিতির প্রতিকূলতার মধ্যেই পালিত হয়েছে এবারের দুর্গাপূজা।

সমাজের সকলে সচেতন ও শান্তিপূর্ণভাবে দুর্গাপূজা উদযাপন করেছেন - এই সানন্দ সহযোগিতার জন্য সমগ্র সমাজের কাছে আমরা কৃতজ্ঞ।

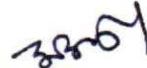
আপনাকে ও আপনার পরিবারের সকলকে জানাই শুভ বিজয়ার প্রীতি, শুভেচ্ছা ও অভিনন্দন।

আসছে আলোর উৎসব দীপাবলি ও শ্যামাপূজা - আপনাদের সবার জন্য রইল আগাম শুভেচ্ছা ও অনেক অনেক শুভকামনা।

আসন্ন উৎসবগুলিতেও একইরকম সংযম, সতর্কতা ও সচেতনতা থাকবে, এই আশা রাখি।

ভালো থাকুন, সুস্থ থাকুন।

আপনাদের,

  
(মমতা বানার্জী)

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