

Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: INT/KOL/2022/118

Mr. Kousik Basu Complainant

vs

Narayan Memorial Hospital Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	01/06/2022	<p>The complaint would relate to Swasthya Sathi refusal as well as billing.</p> <p>We have examined the bill that is quite reasonable, however, we are not fully impressed by the explanation given by the CE in case of Swasthya Sathi refusal.</p> <p>The patient party contacted the CE on a day prior to the admission when he was asked to bring the patient next day. Next day, the patient was refused admission under Swasthya Sathi category.</p> <p>The CE would contend, they usually keep ten beds for Swasthya Sathi patient. On that day nine patient were being treated under Swasthya Sathi and one bed was</p>

Basu

[Signature]

kept vacant for emergency patient. CE would also contend, it was a Sunday. On Monday, the patient party had interaction with the Swasthya Sathi desk when he did not renew his prayer for Swasthya Sathi as such, the patient was not transferred under such category.

Ms. Suparna Sengupta, CEO of the CE, would assure, in future there would be no such complaint on Swasthya Sathi refusal and they would try their best to treat the patients under Swasthya Sathi.

The complaint is disposed of recording such assurance.

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

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission