

Case Reference: INT/KOL/2022/127

Mr. Goutam Ranjan Dutta..... **Complainant**

vs

Medica Hospital & Peerless Hospital **Respondent/ Respondents**


ORDER SHEET

Office Note	Order No.	Date	Order
	1.	04/07/2022	<p>The complaint would relate to Swasthya Saathi refusal by two reputed hospitals of the city. The complainant's son meet with road traffic accident that resulted in head injury. He initially approached Medica where he was refused admission under Swasthya Saathi. He went to Peerless. They too, denied admission under Swasthya Saathi. Next day, he was admitted in Peerless on the basis of a medi claim policy. He was discharged after treatment.</p> <p>With the above complaint, the complainant approached us after about fifteen months of the incident.</p> <p>Medica would deny, having any such patient approached for admission on that particular day. They would also contend, due to passage of time, it would be</p>

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Secretary
West Bengal Clinical Establishment
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difficult for them to have it verified from CCTV footage that has eroded in course of time.

Peerless has replied to the complainant by contending, since the patient was having head injury the emergency department suggested admission in National Neuro-science situated in the same complex however, run by different organisation. National Neuro-science does not have any Swasthya Saathi registration. Hence, question of Peerless refusing admission under Swasthya Saathi does not arise.

The complainant would also admit in course of hearing, subsequent admission was done in Neuro-science where his son was treated.

We do not find any scope to interference.

The complaint is thus disposed of without any interference.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

			<p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p><i>[Signature]</i></p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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