

Case Reference: INT/KOL/2022/135

Mr. Arun Verma Complainant

vs

Charnock Hospital, AMRI, Mukundapur, & Anandalok Hospital Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	04/07/2022	<p>The complaint would relate to repeated refusal.</p> <p>The patient suffered cardiac attack. He approached Charnok Hospital where emergency treatment was given. True-Nat Test was done to find out whether the patient was Covid positive or not. Ultimately, the patient was found to be covid negative. After about five hours waiting, the patient was refused admission on the ground, bed was not available.</p> <p>The complainant would contend, the hospital should not have kept the patient on hold, awaiting covid report and then refused admission on the ground of vacancy not being available.</p>

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At the hearing, Ms. Kundu representing the CE, would contend, they were waiting for the covid report as they had vacant bed in covid positive ward.

We are not impressed with the explanation. It is true, the CE gave emergency treatment at the golden hour however, they should not have refused admission on the ground that is now canvassed before us.

We direct the CE to send a letter of apology to the complainant. We impose a token compensation of Rs. 10,000/-. The complainant is directed to share his bank details so that money could be sent to his account directly.

The patient was admitted at AMRI Mukundopur. The complainant did not have any formal grievance against the CE. However, we find, there has been excess billing to the extent of Rs. 3,580/-. The representative would assure, money would be refunded back as soon as the bank details are shared.

That would leave us with the third CE where the




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patient was treated and breathed his last. The patient was admitted at Anandalok on February 10, 2022. He was treated upto February 17, 2022 as a cash patient thereafter, he was transferred under Swasthya Sathi Scheme with effect from February 18, 2022 and was treated till March 1, 2022 when he breathed his last. According to the CE, a sum of Rs. 2,73,213/- was billed whereas Swasthya Sathi Department approved a sum of Rs. 1.5 lakhs. The hospital waved a sum of Rs. 48,213/- leaving a balance sum of Rs. 75,000/- that the complainant had to pay.

According to the complainant, since the patient was treated under Swasthya Sathi Scheme nothing was payable. Even then, the hospital refused to release the dead body unless payments were made. With much persuasions, they could agree to a lesser figure of Rs. 75,000/-. The complainant was compelled to pay the said sum to get the dead body released.

The conduct of the third CE is deplorable. It is a fit and proper case where we should initiate appropriate





proceeding against the CE. However, Mrs. Dolly Roy, representative of the CE, would seek 24 hours time to refund the said sum.

We make it clear, if the money is not refunded by tomorrow 2.15 p.m. we would be recommending for appropriate measure as against the CE.

With the above direction, the complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Bas

Authenticated

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