

Case Reference: INT/KOL/2022/126

Suo Moto Complain-2 Vs. Belle Vue Clinic, Peerless Hospital, Medica Hospital, Nightingale Hospital, Paramount Hospital (Siliguri), Neotia Getwel (Siliguri)

Office Note	Order No.	Date	Order
	2.	01/08/2022	<p>This complaint would relate to a string operation done by a private television channel as against six Medical Institutes. The news was telecast on May 28, 2022. Immediately, we took suo-moto cognizance and issued notice to the concerned television channel to furnish details of the callers and the telephone numbers of the concerned Medical Institutions which were availed by the callers.</p> <p>We received all details along with a compact disk on July 11, 2022. On receipt of the same we sent it to all the six CEs.</p> <p>We have so far received response from four of them being Peerless Hospital, Medica, Belle Vue and Neotia Getwel (Siliguri).</p> <p>The representative of the Nightingale is present online . It appears that there was some mis understanding as a result, they could not give their response. However, they have made their oral response today.</p> <p>The sixth Medical Institution being Paramount (Siliguri), is neither present at the hearing nor has given any response.</p> <p>Let us first deal with each and every CE.</p>

1. Belle Vue

Mr. Suranjan Ghosh, General Manager, represents Belle Vue. Mr. Pradip Tondon, CEO has given response vide letter dated July 23, 2022. We have heard the news items where it was clearly found, receiver of the phone call on the other end categorically stated, they do not admit any Swasthya Sathi patient which is far from truth as would appear from the SwasthyaSathi Portal where we find, Belle Vue is regularly treating Swasthya Sathi patient. Although there was no definite response from Mr. Tondon in his written reply on the issue, Mr. Ghosh would try to explain, a trainee picked up the phone call who did not have proper knowledge hence, the wrong information given to the caller.

2. Medica Superspeciality Hopsital.

Mr. Komal Dashora, represents the CE. He has also given his response on July 27, 2022. In his response, he would criticize the suo-moto complaint by contending, since it was based on a hypothetical query made by the correspondent as decoy customer the Commission should not have taken cognizance and initiate suo-moto proceedings on that score.

On merits, Mr. Dashora, would contend, they do treat Swasthya Sathi patient. Even the person who picked up the phone, did not decline to admit the patient under Swasthya Sathi Scheme.

Pertinent to note, from the news items it appears that the person who picked up the phone call on behalf of the CE asked the caller to bring the patient at the Emergency for evaluation whether he would need in-house admission or not.

Mr. Dashora, however, does not seriously insist to have a decision on the issue maintainability as referred to above.

3. Peerless Hospital

Peerless is also treating Swasthya Saathi patient as would be apparent from the Swasthya Saathi portal. They submitted their response on July 29, 2022. According to them, the mobile number 8981080008 is a service number of Emergency treatment. On duty Emergency doctor, Emergency staff as also Emergency duty nurse use to receive the call. The concerned call was answered by on-duty nursing officer who advised the caller to bring the patient in Emergency for medical attention and admission. When she was asked about Swasthya Saathi Scheme on duty nurse did not refuse admission. She advised the caller to attend the Emergency department and contact concerned officer responsible for selecting the mode of admission that would also include Swasthya Saathi Scheme. According to them, nursing officer was not entitled to decide whether the patient would be admitted under Swasthya Saathi or not. Hence, she asked the caller to contact the appropriate authority.

4. Neotia Getwel

Dr. Sandip Sarkar represents the CE. He has given his response. He would contend, it was a mistake on the part of the person who picked up the phone. In fact, they do admit Swasthya Sathi patient as would be evident from the Swasthya Sathi Portal.

We have considered the respective explanations of the above four CEs. We direct Medica Superspeciality Hospital, Belle Vue, Peerless and Neotia Getwel to send us a letter of regret coupled with an assurance, in future, whoever would be picking up the phone would categorically inform the caller that they do treat Swasthya Sathi patient. In case any wrong person would pick up the phone he must redirect the call to a proper desk or give the appropriate number to the caller so that appropriate communication could be made. It is made clear, even if a wrong person would pick up the phone CE would have to take the responsibility of the information that he/she would pass it on to the caller.

5. Nightingale Hospital

So far Nightingale is concerned, they would categorically admit, they are yet to admit any Swasthya Sathi patient. It is an unfortunate situation when everyone is trying to implement this scheme which is a flagship project of the State under whom CEs enjoy the license. It is a fit and proper case where we should impose appropriate penalty on the



CE. However, on the assurance of the CE that henceforth, they would appropriately implement this scheme we did not wish to do so.

6. Paramount

It is unfortunate Paramount Hospital has neither responded to our query nor has participated in the hearing. We strongly condemn the concerned CE. We direct Paramount to send an appropriate letter of undertaking to the effect, they would implement the scheme in its true letters and spirit, if not already done.

Before we part with, we express our strong displeasure on the issue that the concerned Television Channel, despite notice, is absent today.

We dispose of the complaint accordingly.

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

Authenticate
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission