

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference:INT/EMID/2022/165**

Mr. Avijit Bera..... Complainant

vs

AMRI Hospital, Saltlake..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	31/08/2022	<p>The complaint would relate to admission refusal in case of a WBHS patient. The CE has already shared the CCTV footage of Emergency where we find that at about 10.30 am the patient reached Emergency. The Emergency Medical Officer, attended the patient and examined him. However, he was not admitted in absence of vacancy. The patient was there up to 2:05 pm yet, he was not admitted.</p> <p>Dr. Gourav Deb Bhattacharjee, representing the CE would fairly admit, they did not venture for an alternative accommodation in any of their other two units. According to Dr. Bhattacharjee, despite their best intention they could not accommodate the patient at their</p>



		<p>Salt Lake unit in absence of vacancy.</p> <p>The complainant would contend, while he was there he heard passing reference at the admission counter to the effect, the ICU bed was kept reserved for anticipated admission in respect of other patients.</p> <p>We have considered the rival contentions. It is a fit and proper case where the Commission should inspect the admission record pertaining to the relevant date. Office is directed to arrange for such an inspection and take appropriate steps as a follow up action.</p> <p>Admittedly, the CE did not venture for alternative accommodation. We impose a token penalty of Rs. 10,000/- that the complainant would be paid on sharing of his bank details.</p> <p>We caution the CE, in case there is any recurrence, we would impose appropriate penalty.</p> <p>The complaint is disposed of accordingly.</p> <p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Prof. (Dr.) Sukumar Mukherjee – Member</p>
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