

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:INT/KOL/2022/187

Mr. Riju Adhikary Complainant

vs

Mother Nursing Home Pvt. Ltd..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	17/10/2022	<p>The complaint would relate to unlawful demand in a case of Swastha Saathi admission.</p> <p>The complainant would contend, he had to pay additional sum over and above the payment that the CE received from Swastha Saathi Department. The CE would contend, the patient was admitted after several tests amounting to Rs. 7,000/- that was outsourced.</p> <p>The patient was admitted on August 11, 2022 and discharged on August 20,2022. CE blocked the card and got the approval from the Swastha Saathi Department however, the patient was not taken back by the family. Hence, there was over stay for three days for which a sum</p>

		<p>of Rs 16,000/- has become due.</p> <p>The complainant would contend, they were demanding further sum. As they could not pay as per demand the patient was not discharged.</p> <p>We have heard the parties at length in presence of Mr. Tushar pathak concerned officer under Swastha Saathi Department who is present online.</p> <p>We have carefully listened to the audio clipping of the phone call that would belie CE's contention to a substantial extent.</p> <p>Giving a benefit of doubt to the CE, we allow bed charges for three additional days as well as the outsourced investigation cost amounting to Rs. 17,000/-.</p> <p>We direct CE to refund the entire sum that they have realised from the patient family after retaining the said sum of Rs. 17,000/-.</p> <p>The patient was admitted by Mrs. Chobi Adhikary. Let her share her bank details so that money could be sent</p>
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to her account directly amounting to Rs. 13,000/- (lump sum).

The payment must be made by November 01, 2022.

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/-

Sri. Sutrittha Bhattacharya, IAS (Retd)- Member

Authentic

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission