

**Case Reference: INT/KOL/2023/049**


Mr. Pritam Mukherjee ..... Complainant

vs

C K Birla Hospital..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	31/03/2023	<p>The complaint would relate to Swasthya Sathi admission. The patient was critically ill. The patient was admitted on March 9, 2023 with the complaint of urine retention. The Emergency Medical Officer advised immediate admission. The complainant wanted to have the patient admitted under Swasthya Sathi that was initially denied on the ground, since it was an emergency admission it could not be done under the scheme unless and until prior approval was obtained from the concerned department.</p> <p>The CE admitted the patient as a cash patient and assured, they would try for Swasthya Sathi transfer in the mean time that ultimately did not materialise. The patient</p>



was released after recovery on March 11, 2023. He was billed Rs. 1,15,790/-. Rs. 210/- was paid in excess that was not refunded despite request.

We received the complaint on March 16, 2023.

The CE submitted its response. According to them, due to technical reasons, the card could not be blocked as such, the patient was treated as a cash patient and billed accordingly.

The complainant would contend, the CE never accepted the card. So question of blocking the same did not arise.

We have considered the rival contentions. Had the complainant approached us at the appropriate time we could have taken it up with Swasthya Sathi Department. Now that the patient has been discharged after treatment we feel, interest of justice would be sub-served if we direct the CE to bill the patient at the Swasthya Sathi rate and refund the balance sum on sharing of bank details by the complainant.



Mr Sudipta Mukherjee, representing Law Cell of the CE, would inform us, the treatment that was given to the patient would cost Rs. 20,000/- as per Swasthya Sathi rate.

We direct the complainant to share his bank details with the CE so that a sum of Rs. 96,000/- would be refunded without any delay.

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

*Authentic*

**Secretary**  
West Bengal Clinical Establishment  
Regulatory Commission

*Q*