

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/NPG/2023/099

Ms. Swapna Moulick Complainant

vs

Narayana Hospital, Barasat..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/06/2023	<p>The complaint would reveal, the complainant wanted to have his patient admitted in Swasthya Sathi that was denied. Since the patient was critical the complainant was compelled to get her treated in cash mode. Subsequently, the hospital accepted Swasthya Sathi Card and blocked the same. At the time of discharge, the hospital realised Rs. 28,180/- in addition to the amount that they had received from Swasthya Sathi department under this scheme.</p> <p>The CE has responded to the complaint. According to the CE, the patient was critical and admitted under cash mode. Swasthya Sathi Card was not presented at that time. Subsequently, it was produced and the mode</p>

was changed.

We have considered the rival contentions. It would be difficult for us to accept the complainant's version in absence of any evidence.

We feel, interest of justice would be sub-served, if we direct the CE to call back the cash bill and prepare a fresh bill at Swasthya Sathi rate and give appropriate refund of the excess amount that was realised from the complainant on sharing of his bank details.

The entire process must be completed within a period of fortnight from date. Needless to mention, the bill to be prepared must also include treatment cost as well as medicines that the complainant had to purchase from the in-house pharmacy on account of treatment.

The CE would also share the new bill that they would be prepared in terms of the foregoing order, to the complainant simultaneously on transferring of the refund.

The complaint is disposed of 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

Authenticated
S. P. Mukherjee
13/06/2023.

Secretary
West Bengal Clinical Establishment
Regulatory Commission