

**Case Reference: INT/KOL/2023/109**

Ms. Shibani Roy Mukherjee ..... Complainant

vs

IRIS Multi Speciality Hospital..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	10/07/2023	<p>The complaint would reveal a total mismanagement in admission of a Swasthya Sathi patient.</p> <p>The patient attended the emergency with the history of fall. He would require immediate neuro treatment. The patient was admitted on May 29, 2023 at 11.41 p.m. Next day morning, the patient was seen by the concerned neuro surgeon who advised surgery. The complainant wanted to have the patient admitted under Swasthya Sathi however, at the time of admission it was refused. The patient was shown to have been notionally discharged at 4.33 PM on May 30, 2023 and was shown re-admitted at 4.47 PM on the same day. The surgery was done. The</p>

*S.P. Mukherjee*  
17/07/2023.

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patient was discharged from ICU on June 7, 2023 at 2.23 p.m.

The entire treatment on re-admission on the second admission was done under Swasthya Sathi. The card was blocked. The CE got Rs. 90,000/- lump sum, as the package cost. The patient came back immediately on the next day and was re-admitted as a cash patient and was discharged on June 15, 2023 at 6.25 p.m. upon payment of Rs. 1,12,734/- that too, after giving a discount of Rs. 1,00,000/- at the request of the local councillor.

The complainant would contend, during the second admission he had to pay Rs. 1.40 lakhs in cash and that too, without a receipt as demanded by the CE.

The CE would obviously deny receipt of the cash amount. They would contend, at the time of admission Swasthya Sathi Card was not presented. Even if we give full credence to what they would say, we fail to appreciate, how the patient could not be given retrospective benefit of the card when it was produced

S. P. [Signature]  
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within 24 hours of admission.

The patient had to pay Rs. 63,611/-. This amount must be refunded to the complainant.

With regard to Rs. 1.4 lakhs Dr. Bagchi, the Medical Director of the CE, would intervene and agree to pay the said amount to the complainant if she would attend tomorrow at 2 p.m.

With regard to third admission (in fact, second admission) the CE should have given the Swasthya Sathi benefit. They did not do so and billed the patient as a cash patient.

We direct refund of the said sum with corresponding liberty to the CE to upload the bill under Swasthya Sathi Scheme.

The Commission would make an endeavour to have the same approved by the department ex-post facto as a special case.

We direct the CE to deposit the said amount of Rs.

*S. P. M.*  
17/07/2023.



1,12,734/- with the Commission and realise the cost of treatment from Swasthya Sathi for the third admission.

After receipt of the said amount from Swasthya Saathi they would inform the Commission accordingly so that the Commission could make over the said sum to the complainant

The complaint would reveal a serious irregularity on the part of the CE. Since this notice for the first time we do not wish to impose any penalty on them. We caution the CE, they must say to it that there is no such recurrence in future.

Needless to say, the complainant would be attending the CE tomorrow at 2 p.m. when she would be paid Rs. 1.40 lakhs in cash and Rs. 63,611/- and Rs. 1,12,734/- by cheque or money transfer.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

S.P. [Signature]  
17/07/2023,

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Sri. Tanmay Roy Chowdhury, IPS – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
*S. P. Mukherjee*  
*17/07/2023.*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission