

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/MAL/2023/120**

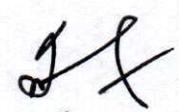
Mr. Kanti Mandal ..... Complainant

vs

Dishari health point, Malda..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	24/07/2023	<p>The complaint would relate to additional sum realised in a case of Swasthya Sathi admission.</p> <p>The complainant would contend, the patient was admitted on May 12, 2023 and discharged on May 20, 2023. At the time of admission a sum of Rs. 10,000/- was obtained in cash. The CE represented, Swasthya Sathi approval would require at least, three days time hence, so long the Swasthya Sathi approval would not come the patient would be treated as a cash patient.</p> <p>Dr. Sharma is present online. Dr. Sharma would contend, the patient was admitted on May 12, 2023 as cash patient. Swasthya Sathi card was not presented at the time of admission. It was presented subsequently and the</p>



patient was readmitted on May 15, 2023 and discharged on May 20, 2023 and during this period, no amount was claimed from the complainant. Dr. Sharma would also contend, the entire treatment was given on a package including medicine. No medicine was purchased from outside.

The complainant would contend, they purchased medicine amounting to Rs. 13, 459/- from the pharmacy housed in the same complex.

Dr. Sharma would admit, they have a pharmacy within the premises however, that would not belong to the CE.

Once the complainant purchased medicine during the period when the patient was undergoing treatment particularly, for the period when he was in Swasthya Sathi category i.e, between May 15, 2023 and May 20, 2023 the medicine purchased from the pharmacy on account of the patient must be reimbursed by the CE.

The complainant is directed to produce all cash

memos pertaining to the pharmacy housed at the CE building where the treatment was given. On such production the CE must refund the entire amount to the complainant.

The payment would be made within a period of one week from date of production of the cash memos by complainant.

With regard to the advance sum of Rs. 10,000/-, since it is a disputed question of fact we direct the CMOH, Malda to investigate into the issue and take the complaint to a logical conclusion.

With this direction 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 copy*

*W. J. S.*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission