

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/SPG/2023/153

Mr. Anuj Kumar Shaw Complainant

vs

Narayan Memorial Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	13/09/2023	<p>The complaint would relate to billing as well as medical negligence.</p> <p>The 44 year old patient had several co-morbidities as we find from the BHT.</p> <p>The complainant took admission with jaundice and lever dysfunction.</p> <p>Our medical members are prima facie of the view, there are ample scope to give a complete relook to the treatment protocol as many grey areas are to be cleared to find out the cause of the ultimate death. Medical Council is the appropriate authority.</p> <p>We permit the complainant to approach the West</p>

Bengal Medical Council on the treatment protocol.

On the billing issue, the complainant would contend, the patient had medi-claim policy that was duly deposited at the time of admission. Later on it transpired that the CE made two applications for approval in case of singular admission that the TPA rejected, in our view, very rightly. The CE has some explanation on that score. We do not wish to go into the same.

The Facts would reveal, after the death of the patient there had been some law and order problem. With the police intervention the dead body was released.

The complainant paid Rs. 28,000/- and the rest of the amount remains outstanding.

We permit the CE to pursue their claim before the insurance company under the medi-claim policy.

We also direct the complainant to assist the CE in this regard.

The CE would however be not entitled to take any



punitive measure as against the complainant for the unpaid amount.

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/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission