

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:INT/KOL/2023/185

Mr. Arunava Biswas Complainant

vs

AMRI, Mukundapur.....Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|---|
| | 1. | 13/10/2023 | <p>The complaint would relate to misbehaviour and hospital negligence. Also there are irregularities in the billing process.</p> <p>Hospital negligence regarding infrastructure, is not supported by any documentary evidence like photos. Hence, we are not in a position to go in details. The CE is however, candid enough to admit, the Geyser in the concerned room was not properly functioning however, they provided hot water.</p> <p>The paediatric ward was full. The patient was accommodated in a twin sharing room. The mother was not given any separate bed. The CE would contend, there</p> |





was dearth of paediatric beds. They did not charge for the twin sharing room that was costlier than paediatric bed.

We have considered the issue. We have also considered the bill amounting to Rs. 55,000/- out of which Rs. 12,000/- was sanctioned by TPA. The balance amount had to be paid by the complainant.

We feel, interest of justice would be sub-served if we direct discount of Rs. 10,000/- that the CE would assure, they would make such payment as and when the bank details are shared with them by the complainant.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Handwritten mark]