

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/KOL/2023/233**

Mr. Manoj Kumar Pradhan ..... Complainants

vs

Medica Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	11/01/2024	<p>The complaint would relate to unfortunate death of a very young boy who was suffering from dengue, brought from outside the State.</p> <p>The patient was in the CE there for about six days whereas he was charged for seven days. Mr. Dashora, in his usual fairness, has conceded, it might be a mistake on their part.</p> <p>There are other issues in respect of the bill that we point out to the CE.</p> <p>Mr. Dashora, would contend, the bill was made as per the agreement that they had with the insurance company.</p>



The treatment cost was covered by the insurance policy. The total bill for six days was Rs. 8,77,654/- out of which TPA sanctioned Rs.5,00,000/-. The complainant paid Rs. 1.99 lakhs leaving a balance sum of Rs. 1.39 lakhs.

Mr. Dashora would contend, it would be futile to go into the billing as substantial sum still is outstanding.

Despite best efforts given by the treating team they could not help the patient to survive. They have not yet initiated any procedure for recovery of the balance sum. He would assure us, they would not do so. In such event, we do not wish to go into the billing issue.

We leave the issue of medical negligence open for the complainant to approach appropriate authority if he so desires.

Before we part with, we would like to express our views on billing. We are akin to the fact, the establishment of the like nature would involve huge investment and nobody would expect, such investment



would be done away with. Yet, we would always expect, there should be transparency in the process of billing.

Law has permitted the private health sector to have decent return of the investment that they would make.

Such decent return should be reasonable and logical.

The over head expenditure as also the capital expenditure must be taken care of by the investors however, such process must be transparent so that a patient when he would be stepping in, he would think twice whether he or she would be in a position to bare the treatment cost that would be payable to the CE of the like nature, at the end of the day.

With this caveat, we dispose of the complaint.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

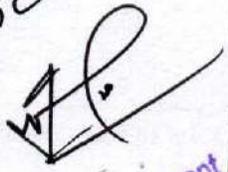
Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  


Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

