

Case Reference:INT/KOL/2024/019

Sk. Faiz Hossain Complainant

vs

CMRI.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	16/02/2024	<p>This complaint would reflect a very serious issue that we are astonished to note.</p> <p>The complaint would relate to billing.</p> <p>A patient was admitted with the complaint of epigastric pain, vomiting and history of non defecation for four days. He was referred to Dr. Ajay Mondal, General Suregon and subsequently seen by Dr Somnath Mukherjee, Gastro Enterologist as we find from the reply dated February 12, 2024 received from the CE.</p> <p>The bill would depict absolutely a different picture. According to the bill, the patient was admitted under Dr. Mahesh Kumar Chowdhury and was seen regularly by</p>



		<p>Dr. Chowdhury and Dr. A Sarkar.</p> <p>Dr. Chowdhury was billed for four visits at the rate of Rs. 875/- and five visits at the rate of Rs. 1,200/- whereas Dr. A Sarkar visits were billed at the rate of Rs. 875/- for four visits and at the rate of Rs. 1,200/- for another four visits. Pertinent to note, neither Dr. Mahesh Kumar Chowdhury nor Dr. A Sarkar have been mentioned in the response sent by CE on February 12, 2024.</p> <p>The patient was admitted on January 18, 2024 at 4 pm and was released on LAMA on January 26, 2024 at 6.30 pm that would constitute 8 days two hours, whereas he was billed for nine days. No explanation is offered on that score. Our Advisory would not permit any additional billing for overstay for less than three hours. One day extra billing would amount to Rs. 9,000/-.</p> <p>The medicine and consumable have been billed for Rs. 2.8 lakhs. Pertinent to note, surgery was not done. The patient received conservative treatment as it appears from the response. The medicine cost was Rs. 1.71 lakhs</p>
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		<p>out of which one particular medicine UTRYP was used for 20 vials at the rate of Rs. 4,264/- aggregating to Rs. 85,280/-. It appears that Apollo is selling the said drug at Rs. 3,541/-, India Mart at the rate of Rs. 1,500/- and Tata 1mg at the rate of Rs. 3,934/-.</p> <p>One Heated breathing tube was charged for Rs. 9,000/- whereas the same would cost to Rs. 2,000/- on BMC brand and Rs. 4,590/- on Philips.</p> <p>Nasal Cannula is charged by India Mart at the Rate of Rs.2,800/- whereas it was billed for Rs. 3,400/-.</p> <p>The medicine and consumable have not been discounted although the patient was a cash patient.</p> <p>Last and not the least, most serious issue would surface when we find that the total bill of Rs. 4.9 lakhs was cleared in a most unfair way.</p> <p>The complainant paid Rs. 3.4 lakhs and he was being pestered for Rs. 1.5 lakhs being the balance amount. A lady seating at the billing counter arranged for a loan from Bajaj Finance Limited for the said entire balance amount and the complainant was forced to</p>
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		<p>take loan from the said Private Money Lender to pay off the entire bill.</p> <p>We have categorically asked the complainant how the loan was obtained. He would submit, he never visited any other office. It was the lady billing Clerk at the billing counter who arranged for everything and his bill was settled after giving details of his Pan card and Aadhaar card. He was asked to pay the said sum to Bajaj Finance along with interest and other charges by installment.</p> <p>The bill would also feature the name of Bajaj Finance Limited as a corporate sponsor and the plan name is also Bajaj Finance Limited as would appear from the bill.</p> <p>Nexus is clear and manifest.</p> <p>The similar issue came up before us in respect of another hospital in Kolkata where we asked the Police Authority to keep a strict vigil so that these unscrupulous elements do not roam around the hospital premises.</p> <p>We direct the CE to immediately refund the said sum</p>
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		<p>being Rs. 1.49 lakhs to the loan company that they received directly through Bajaj Finance and see to it that the complainant is free from any legal obligation of so called Money Lending.</p>
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We direct the CE to give a complete relook to the bill. Let them call back the earlier bill and prepare it afresh strictly as per the observations made by us hereinbefore.

Use of high end drugs is already covered by our Advisory No 7 and 8 that have been violated. We hope and trust, the CE would revamp their pharmacy and their software programming about use of drugs which are supposedly prescribed by the doctors with a generic name as per the direction of the appropriate authority.

We also direct the CE to submit a complete new bill and the complainant is directed to make payment of the sum, if any, found to be due and payable on preparation of the new bill.

Once again, we request the Commissioner of Police at Kolkata and Commissioner of Police at Bidhannagar



		<p>to keep a strict vigil in all the CEs under their jurisdiction to stop and break such unholy nexus of the private loan companies carrying on business at the hospital premises.</p> <p>We also request Director of Health Services to immediately take up the issue with the CE that they did in the other case being in the case of Piyali Mondal vs Desun Hospital being case no INT/KOL/2023/125 and bring it to a logical conclusion with reference to us.</p> <p>We direct the CE to complete the process of resettlement of the bill as per the direction given by the foregoing order and submit a report of compliance with the Commission within a period of fortnight from date.</p> <p>The complaint is disposed of.</p> <p>Sd/-</p> <p>The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p>
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Authenticated

[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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