

Case Reference:INT/MUR/2024/021

Ms. Pali Bibi Complainant

vs

Mediview Nursing Home.....Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|---|
| | 1. | 22/02/2024 | <p>This complaint would surface an alleged unholy nexus between the tout and the nursing home and / or the concerned surgeon.</p> <p>The complainant is the ill-fated widow of Mithun Mondal who had Retroperitoneal sarcoma. The patient was residing at a remote place in the district of Murshidabad. He contacted one Mr. Mizanur Rahman, a quack who ultimately referred the patient to Dr. Sujoy Kumar Bala at Kolkata.</p> <p>Dr. Bala examined the patient and referred him for surgery at Mediview Nursing Home in Broad Street Kolkata. The complainant would contend, with the</p> |

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| | | <p>intervention of the quack a sum of Rs. 4,00,000/- was decided as a comprehensive package, all inclusive, out of which they could arrange for Rs. 2,00,000/-.</p> <p>The complainant would contend, she deposited Rs. 2,00,000/- at the nursing home through Mizanur Rahman that is now corroborated by the Gram Panchayet Member Mr. Kuddus who is present online to assist the family.</p> <p>Pertinent to note, the patient family is in precarious condition after the death of the patient. The complainant left the State for Kerala for finding means of livelihood leaving her minor son Liton Mondal who is present online and is being assisted by Mr. Kuddus.</p> <p>The patient was admitted on September 30, 2020 and he was operated on October 2, 2020. He was transferred to ICU. Unfortunately he died on October 3, 2020 at 3.15 pm. The nursing home billed him for Rs. 90,166/- without any doctor fee for surgery.</p> <p>Dr. Bala is present online. He would submit, after</p> |
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| | | <p>the death of the patient the family approached him and expressed their inability to pay. Hence, he waived off his entire fee. In fact, no money was paid either by the patient family or by the Nursing home to the surgeon.</p> <p>The nursing home is present online. They admit, they did not pay any money to the concerned surgeon and the amount that they billed, would relate to hospital expenses. They received Rs. 70,000/- and settled the bill in full and final settlement with that sum.</p> <p>We have examined the bill. For two days admission the amount is too high particularly when no doctor fees has been charged.</p> <p>The quack is absent. According to Mr. Kuddus, although he is a resident of Murshidabad he used to commute between Murshidabad and Kolkata. He was associated with Dr. Bala. Dr. Bala would however deny such assertion.</p> <p>We direct the nursing home to refund Rs. 20,000/- immediately that would be paid to the ill-fated boy Mr.</p> |
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Liton Mondal.

Mr. Susanta Mukherjee, representing the CE, would volunteer to increase the amount from Rs. 20,000/- to Rs. 40,000/- considering the precarious condition that the family is having. We appreciate his gesture.

The money would be paid to the minor boy in the form of National Saving Certificate to be done at the nearest Post Office. We would request the concerned BDO, to arrange for the National Saving Certificate in the name of the boy that could be encashed only upon attaining majority.

We request SP, Murshidabad to make a thorough enquiry and take it to a logical conclusion with information to the Commission so that this kind of unfortunate incident does not recur in future and the unholy nexus between the quack and / or the middle man with the private health sector is diminished.

The complaint is disposed of accordingly.

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| | | | <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> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i>  Secretary West Bengal Clinical Establishment Regulatory Commission</p> |
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