

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/KOL/2024/033

Mr. Souvik Chatterjee Complainant

vs

ILS Hospital, Dum Dum..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	27/02/2024	<p>The complaint would relate to billing.</p> <p>The complainant has various grievance as against the CE on hospital negligence.</p> <p>The patient is undergoing treatment since January 20, 2024 without any payment save and except an initial payment of Rs. 30,000/-. The bill has reached up to 5.26 lakhs. The CE has already approached the police authority and the complainant would allege police excess that is unfortunate.</p> <p>We have heard the parties at length. The complainant lastly wants to get his father discharged on settlement of the entire bill by instalment.</p>

The parties had deliberation. It is agreed as follows: -

- i) The bill is freezed for Rs. 4.8 lakhs out of which Rs.30,000/ has already been paid as indicated hereinbefore.
- ii) The complainant undertakes to pay Rs. 1,00,000/- by tomorrow 9 p.m.. that would leave a balance sum of Rs. 3.5 lakhs.
- iii) The complainant would make payment of the balance sum of Rs. 3.5 lakhs in seven equal monthly instalments of Rs. 50,000/- each payable on April 01, 2024 and thereafter on the first day of each succeeding month.

In default of payment of any one instalment the entire sum then due, would become immediately payable along with interest @ 7 per cent per annum and the CE would be free to take all possible legal steps for realisation of the said sum by due process of law.



On receipt of the sum of Rs. 1,00,000/- by tomorrow 9 p.m. the patient would be forthwith released. Till then, the hospital would not make any aggressive treatment save and except the routine maintenance of the patient.

In case any emergency would arise in between the CE would forthwith inform the complainant and/ or his family members and the steps should be taken by the hospital upon mutual consensus being arrived at in such situation.

It is further made clear there would be no further claim as on date to be made by the CE.

Mr. Souvik Chatterjee, the complainant is present online. So is Dr. Tirthankar Bagchi, CEO representing the CE. They would agree to the terms and conditions recorded herein-before.

Needless to mention, the CE would submit a report of compliance after discharge of the patient.



The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authentic

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

