Case Reference: INT/KOL/2024/094

Ms. Rehana Khatun ....….... Complainant

vs

Bharat Sevashram Sangha Hospital...................Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/04/2024	The complaint would relate to questioning treatment protocol as well as Echo cardiography report. The treating doctor is present online. He has tried to defend his treatment and the report. We refrain from making any comment on the same being outside our domain. The complainant is free to approach appropriate authority on the issue. The complainant would have various other grievances including delayed discharge. The complainant would feel, the patient was unnecessarily kept admitted only to raise the bill. CE is a philanthropic institution run by public donation. They treat patient on "at cost" basis.

Case Reference: INT/KOL/2024/094

We are not impressed with such complaint of unnecessary detaining the patient. However, we find, there has been one irregularity. The patient was advised transfer to an appropriate set-up for ERCP. The complainant would contend, the patient was ready for discharge before 12 noon whereas she was discharged in the evening and they charged for one day extra.

The representative present at the hearing, would assure us, the amount would be refunded as and when bank details are shared.

The complainant is directed to share her bank details so that the money could be refunded to her at once.

The complaint is disposed of accordingly.
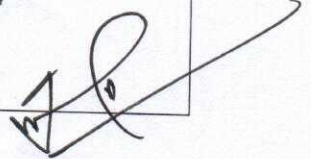
Sd/-
The Hon'ble Chairperson

Sd/-
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-
Dr. Maitrayee Banerjee – Member

Sd/-
Smt Madhabi Das – Member

Authenticated

2

Secretary
West Bengal Clinical Establishment
Regulatory Commission