

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/15/2024-25

Ms. Anima Mitra Complainants

vs

Parkview Super Speciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	27/05/2024	<p>88 years old patient, Ms. Anima Mitra wanted to have a planned admission for several investigations including colonoscopy.</p> <p>According to Mr. Saumo Nyogi, representative of the complainant, prior to admission the hospital gave an estimate of Rs. 20,000/- that got escalated to Rs. 30,000/- after admission. Hence, the complainant left the CE by taking DAMA within few hours of her admission.</p> <p>The CE is present. According to them, the estimate was given on rough and ready basis and it was mentioned that these might get escalated. The estimate was given for general bed whereas the patient was</p>

admitted at VIP single room as per option exercised by her.

Nothing is on record. These are controversial issues which we need not go into.

On a scrutiny of the bill it appears, a sum of Rs. 920 has been charged in excess. The hospital has charged for safety sundry, Assistant physician team and mineral water, without being asked for. These are not ethical practice.

We direct the CE to refund the said sum at once to the complainant on sharing of her bank details. CE must also modify their software programming by deleting the above items.

With those observations we dispose of the complaint.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Sri Sutirtha Bhattacharya, IAS (Retd) – Member

Authentic copy of
[Signature]

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
WBC

Secretary
West Bengal Clinical Establishment
Regulatory Commission