

Case Reference: WBCERC/KOL/34/2024-25

Mr. Anand Tamakhuwala Complainant

vs

Life Line Diagnostic Centre Cum Nursing Home.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	11/07/2024	<p>The complaint would relate to billing and unethical practice of the CE.</p> <p>We have heard the complainant in detail. We have also heard Mr. Tarapada Dutta, Manager of the CE. CE is also represented by Mr. Somdev Ash, Learned Advocate.</p> <p>The complainant would contend, his patient was in Apollo Hospital. Since he was not in a position to bear the expenses he wanted to shift his patient to a less costly establishment and as such contacted Mr. Gharami, Marketing Executive of the CE.</p> <p>The patient ultimately breathed his last in another</p>



establishment.

For five days accommodation for the period, May 27, 2024 to June 1, 2024, CE billed a sum of Rs. 1,14,993/-, out of which, He made advance of Rs. 64,000/- and subsequent payment of Rs. 36,000/- at the time of discharge. The balance sum of Rs. 17,246/- is due and payable.

We have examined the bill. There is over billing to the extent of Rs. 6,300/- apart from the doctor charges.

The patient was admitted under joint admission of Dr. Anindya Mitra and Dr. Monalisa Banerjee. For all those five days, both the doctors charged.

Mr. Dutta, would contend, they paid the doctors according to the fees demanded by them. The joint admission was made after taking consent of the complainant which the complainant has strenuously denied.

The hospital charged each and every items. Investigations charge in respective of ABG is much



higher. The CE has also charged for RMO that they are not entitled. In addition to all charges, they have charged 10 per cent service charge that is also not admissible. Omnicare charge is not explained.

Taking into account all the above items i.e, service charges for Rs. 2250/- RMO charges for Rs. 1500/- excess ABG charge for Rs. 1700/- and Omnicare charge for Rs. 850/- a sum of Rs. 6,300/- has been over charged apart from doctors fees.

The complainant would contend, he made this complaint to us when the patient was alive. Unfortunately the patient subsequently died. Hence, he is only interested in getting a compensation of Rs. 50,000/- from the CE.

We intend to give the benefit of the discount of Rs. 6,300/- as well as a sum of Rs. 3,700/- on account of irregularity in the matter of the doctors fees making it a round figure of Rs. 10,000/-. However, the complainant is not interested to clear the bill. Hence, we do not wish to interfere.

The complainant would also complain about lack of



infrastructure.

We request the Director, Health Services to make a thorough inspection through an appropriate inspection team and send us a copy of report.

Office is directed to send copy of the complaint as well as response of the CE, to the Director, Health Services for his ready reference.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission