

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/NOR/52/2024-25

Mr. Kallol Guha Complainant

vs

Baine Ho spital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	25/07/2024	<p>The complaint would relate to billing as well as discrepancy in the pathology report concerning haemoglobin value.</p> <p>The patient was discharged from another establishment when her haemoglobin was 7.9. The patient was admitted on April 21, 2024. On the very next day i.e April 22, 2024 the complainant was handed over a blood requisition slip mentioning the haemoglobin value at 5.2. No such report of haemoglobin dated April 22, 2024 could be found in the records produced by the CE. The haemoglobin report dated April 23, 2024 would suggest the haemoglobin value at 10.1.</p> <p>Our esteemed member Dr. Maitrayee Banerjee,</p>

would doubt the intermediate report of 5.2 which is actually nonexistent. Despite time being given, the CE could not produce any such report. We have carefully examined the bill where we find, the haemoglobin test was charged for April 24, 2024 and not April 22, 2024 that would clearly mean that no such examination was done on that date and such value was imaginary.

This part of irregularity cannot be accepted. We highly deprecate the CE.

The complainant would contend, the CE compelled him to buy medicine at MRP. However, on his insistence, they allowed him to buy medicine from outside. One unit of Albumin was accepted. However, the second file was denied which was purchased for Rs. 4,700/-. He is still having the said file unused having expiry date in January 2027.

We direct the CE to accept the Albumin file that the complainant purchased for his mother at Rs. 4,700/- as replacement. The CE must refund Rs. 4,700/- on that





score.

The complainant would share his bank details so that said sum of Rs. 4,700/- is refunded.

81 years old female patient had so much of co-morbidity. She was in a very critical state of health. Blood transfusion might have helped her haemoglobin to rise. However, the situation as explained hereinbefore, would have hardly changed the scenario.

We impose a token penalty of Rs. 10,000/- . We caution the CE henceforth, they should be cautious enough to maintain their medical records.

Before we part with, we would expect, the CE would use such Albumin for other patient and if they do so they must not charge over and above Rs. 4,700/- .

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

			<p>Sd/- Dr.Maitrayee Banerjee – Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i> <i>[Signature]</i> Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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