

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:WBCERC/KOL/67/2024-25

Mr. Ritisha Bhattacharyya..... Complainant

vs

Peerless Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	07/08/2024	<p>The complaint would relate to billing.</p> <p>The complainant would also raise medical issue that would be clearly outside our domain. She would be at liberty to approach the appropriate authority on the issue.</p> <p>A critically ill 85 years old female patient was admitted at about 1 a.m. on June 19, 2024.</p> <p>The complainant would contend, they wanted to admit the patient under Swasthya Saathi mode that the hospital denied. Next day, they produced the card that Dr. Mitra representing the CE, would admit.</p> <p>According to Dr. Mitra, they wanted to block the card however, it was shown “invalid”. The patient name was</p>

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not appearing at the portal.

The CE has not produced any evidence to such extent. Dr. Mitra, in his usual fairness, would admit, they did not take any snapshot of such denial.

Facts would reveal, the patient was not considered under Swasthya Saathi mode at all. After three days stay in the Critical Care Unit, the patient breathed her last.

The hospital billed a sum of Rs. 1,30,353/- and discounted a sum for Rs. 5,865/-.

The complainant would contend, when the Swasthya Saathi card was refused, she applied for some concession that was not also properly adhered to. The patient died early in the morning when she was told that she should approach the administrative authority during working hours for further discount. Hence, this complaint.

We have examined the bill. The hospital charged Rs. 38,285/- on account of medicine and consumable without giving any breakup. The investigation cost is also on the

higher side that we find from the bill.

Dr. Mitra would admit, the pharmacy charges were purely on MRP basis. On account of investigation a sum of Rs. 55,280/- was billed in case of three days stay.

The CE, in response to the complainant, categorically states, the patient family did not want any aggressive treatment to minimise the cost of treatment. The relevant extract of the response is quoted below:-

“Since she refused to give any consent for active management we had limited resources and scope for any aggressive management.”

The statement of the CE, would completely bely billing of Rs. 55,280/- on three days stay on account of investigation.

We feel, interest of justice would be sub-served if we direct the CE to limit the cost to Rs. 1 lac and refund the balance sum of Rs. 30,353.60/-, less discount already given to the extent of Rs. 5,865/-.

In course of hearing, Dr. Mitra however, wanted to reconsider the issue in case the complainant approaches them by making appropriate mercy application.

The complainant residing abroad, does not have any representative at Calcutta hence, such venture would not be feasible. In any event, considering the issue, we feel, Rs. 1,00,000/- would be an appropriate sum for three days life support to the 85 years old critically ill patient.

The complainant is directed to share her bank details with the CE through mail so that money could be transferred to her account .

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

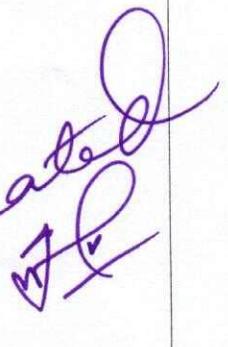
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Authenticated


Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member .

Sd/-

Smt Madhabi Das – Member

Aullish B. Chatterjee
WBC

Secretary
West Bengal Clinical Establishment
Regulatory Commission