

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/SOU/73/2024-25

Mr. Subhamoy Banik..... Complainant

vs

R N Tagore International Institute of Cardiac Science and KPC

Medical College & Hospital, Jadavpur, Kolkata..... Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	07/08/2024	<p>A critically ill COPD patient was admitted for 18 days. He received ICU care. The complainant would say, there had been counselling on the part of the treating Doctor many a times however, there was no definite information shared by the concerned Doctor as to the severity of the illness, prognosis and the line of treatment that the patient would be having. On May 12, 2024 the CE shared the case summary. From there, the complainant would come to know criticality of the patient's illness and decided to transfer the patient to another set-up.</p> <p>There had been inordinate delay in discharging the</p>

patient. As a result, bed already booked in other establishment, got occupied by other patient. Ultimately, they landed up at KPC Medical College where despite best of treatment, the patient breathed his last on May 18, 2024.

The complainant present at the hearing, would raise medical issues pertaining to the treatment protocol and counselling.

We understand, he has already approached the West Bengal Medical Council as against the treating doctor.

He would also complain about hospital negligence. There was huge billing. Yet, the patient was not properly taken care of resulting in a two degree bedsore.

We have examined the bill. One salient feature which is ex facie apparent on the face of the bill, the patient had 27 units of Polymyxin @ Rs 3,999/-.

Dr. Bardhan present at the hearing, would categorically clarify, he always prescribed medicine with





generic name.

Medical Superintendent present at the meeting, would however submit that they follow a protocol by keeping at least three brands, to minimise the cost.

We have checked-up the Internet where we find, Polymyxin is sold by India Mart at Rs. 2,070/- and Tata One MG @ Rs. 2,216/-, almost half the price that the patient had charged.

The complainant would also complain about huge billing on account of physiotherapy.

The patient was billed for medicine for Rs. 1,84,492/- and consumable at Rs. 1,02,859/-.

The CE would contend, they have given 10 per cent discount on flat rate basis that would hardly take care of 27 Polymyxin, six Meropenem @ Rs. 1,647/- that is easily available in the market within Rs. 1,000 per vial.

We direct, further discount of Rs. 60,000/-.

At this stage, Mr. Sumanta Ghosh would make a



prayer of reduction of the amount. On his prayer, the amount is reduced to Rs. 50,000/- to be paid within 10 days time.

The complainant is directed to share his bank details with Mr. Ghosh so that money could be refunded to him.

The other issue involved in the process as against the CE, are left open to be decided if occasion so arises in future.

The complainant is given liberty to approach us afresh in case he is successful before the West Bengal Medical Council.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission