

Office of the West Bengal Clinical Establishment Regulatory Commission^{en}
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Case Reference: WBCERC/PUR/81/2024-25

Mr. Iram Sidhiki **Complainant**

vs

IQ City Medical College & Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	14/08/2024	<p>The complainant got his wife admitted for delivery. The patient gave birth to the child at 2.45 p.m. The complainant, the father of the child, was there for about two hours and left the hospital for his residence which is 70 kilometres away from the hospital. On the mid-way he received a call from the hospital for completion of the admission of the newborn by making payment of money as advance since new born was not covered by the Mediclaim policy under which the lady was admitted.</p> <p>It is true, the newborn could not be covered by the Mediclaim Policy before his or her birth. The hospital is entitled to get separate admission for the new born on cash basis. However, the harassment that the</p>

complainant received from the hospital, is really not appreciated.

The complainant would contend, the caller was informed that he was in the mid-way and he would complete the process next day morning when he would be visiting the hospital. He also requested the caller to send the QR code so that money could be transferred online. CE refused. The head of the billing, Mr Abhishek Chatterjee threatened him, unless he immediately reported for completion of the formalities for admission of the new born they would stop supply of medicine to the child.

It is quite unfortunate. What is more unfortunate is, even after receipt of the complaint the CE has given an evasive reply.

The conduct of the CE is deplorable.

We direct the CE to send a letter of regret to the complainant expressing unqualified apology for the harassment that the complainant suffered.





The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission