

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/NOR/86/2024-25

Ms. Mandobi Chowdhury **Complainant**

VS

G D Hospital & Diabetes Institute.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/08/2024	<p>The complaint would relate to billing and other related issue.</p> <p>The complainant got her parents in-law admitted under the medi-claim policy. At the time of admission, the CE demanded advance for both the patients. At the time of discharge, they declined to share the investigation reports and / or X-ray plate and MRI CDs. On insistence, they demanded money for the same. Last, but not the least, at the time of discharge, the patient was not even provided lunch which was customary and a built-in facility along with the bed charge.</p> <p>During pendency of the complaint, the issue</p>





		<p>relating to sharing of investigation reports and CDs got resolved. However, the other two issues have now come up for our consideration.</p> <p>The CE would contend, they take caution money even in case of cashless patient that is always refunded/adjusted at the time of discharge.</p> <p>The procedure is unheard of. The CE is not in a position to share any document to support such unhealthy practice. In a case of cashless admission the CE must admit the patient without any advance.</p> <p>The representative present online, would assure, they would discontinue such practice and send a letter to the said effect to the Commission within a week from date.</p> <p>On the last issue, they express regret to the complainant who is present online.</p> <p>We record their assurance that they would also discontinue this inhumane approach.</p>
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			<p>The complaint is disposed off.</p> <p>Sd/-</p> <p>The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Ad</i> <i>Authenticated</i></p> <p><i>[Signature]</i> Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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