

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/NOR/129/2024-25

Mr.Gouri Sankar Bhattacharrya..... **Complainant**

vs

Tata Medical Centre.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/09/2024	<p>The complaint would relate to additional charge for furnishing the plates and slides to the patient.</p> <p>The WBHS patient Ms. Aadrita Bhattacharrya had PET CT and MRI done at the CE for which the CE charged appropriate amount to the patient. The report was duly given to the complainant, the father of the patient. However, when the complainant demanded MRI plates and PET CT CD the CE charged additional amount for the same.</p> <p>We have considered the issue. This problem may not be germane for pathological lab or diagnostic centre where a composite charge is levied that would include the report as well as electronic images through X-ray</p>

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plate, MRI plate, CD etc.

In this case, the CE has a complete paperless procedure for In-House patient. They would always try to avoid plates and CD as their online system is available to the treating doctor under whom the patient undergoes treatment there.

We feel, it is high time, we should take it up on the administrative side. Till then, we direct the CE to charge patients on composite basis so that no additional cost for CD and slide etc are levied on the patient.

In this case, we leave it open for the CE whether to refund the additional amount of Rs. 2,000/- that they collected from the complainant.

Office is directed to place this issue on the administrative side.

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/-

Smt Madhabi Das – Member

Authentic copy
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission