

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/KOL/138/2024-25

Mr. Ranjit Kumar Majumder..... **Complainant**

vs

B P PoddarHospital.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	03/10/2024	<p>The complaint would mainly relate to mis-behaviour with the patient's family who was admitted for prostate gland surgery under WBHS.</p> <p>The complaint was cryptic. The complainant would submit, it was submitted through online during the period when the patient was undergoing treatment at the CE. We have permitted him to place his grievance in detail.</p> <p>According to him,the patient was admitted under two doctorsDr. S K Manna and Dr. Pritha. None of them did the proper counselling informing as to the line of treatment. Whenever they enquired about the expenses so far billed, they were not given any input and were told, they would be provided all the details at the time of</p>

discharge.

He has also grievance as against three cash payment; Rs.1,750/- , Rs.500/- and Rs.280/- . The first one was cost of the one unit of blood that they purchased in cash which was ultimately not used, the second one was the procedure charge for replacement of catheter during OPD check-up and the third one with regard to additional charge for non vegetarian food as the CE normally serves vegetarian food and for non vegetarian item patient would have to pay extra.

Dr. Koustav Roy, representing the CE, would submit, after receipt of the complaint he had interaction with both the doctors. Dr. Pritha admitted, she did not meet any of the patient's relatives during the patient's stay at the hospital whereas Dr. Manna would deny such allegation. According to Dr. Manna, whenever he met the patient's relatives in the ward he explained them the line of treatment. Mr. Majumder would strenuously dispute the version of Dr. Manna as told to us by Dr. Roy.



We do not have any evidence to corroborate either version. We feel, it would appropriate for the CE, to call a meeting where the complainant would be present and the issue would be resolved across the table in presence of Dr. Manna as well as concerned non medical staff from the billing desk.

With regard to additional amount, we do not find any flaw on the part of the CE on the first two amounts however, we wonder, how the hospital could supply normal vegetarian food to the patient, at the same time charge the patient for non-veg food. Patient diet is a facility attached to the bed charges. There are very few hospitals who, for religious reason, do not serve any non-veg food but this hybrid system of this CE, is unheard of.

It is high time, they should give a complete relook to the issue and resolve the issue once for all upon notice to the Commission.

The complaint is disposed of accordingly.



Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) MakhanLalSaha – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Aulher K' catok


Secretary
West Bengal Clinical Establishment
Regulatory Commission