

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference:WBCERC/KOL/144/2024-25**

Mr.Satya Kishore Dutta Roy..... Complainant

vs

CMRI and B M Birla Heart Research Centre .....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	03/10/2024	<p>Despite notice, the complainant is absent. We have tried to contact him over phone but in vain.</p> <p>The complaint would relate to a very serious issue where the patient having pace maker, got two leads of it broken that resulted complication.</p> <p>The patient had to get those two leads replaced through surgery and the CE charged Rs. 70,000/- as package cost in addition to Rs. 85,000/- being the cost of two leads.</p> <p>The total bill was Rs. 1,71,320/-. The patient was a cash patient and the entire amount was realised by the CE without any discount given to him.</p>

Pertinent to note, the pace maker was installed at the CE. The pace maker Company might have been introduced by the CE as it would not be possible for the patient to know which pace maker would be suitable for him. It is customary, the CE would always introduce pace maker company to the patient and there was no departure in this case as we suppose.

Dr. Raj representing the CE, would submit, they did not have any responsibility as the pace maker company does not give any guarantee for the leads. It is unfortunate that the leads were broken, they did not know, how. The patient came to the CE for replacement. They did so and billed him accordingly.

We feel, at the end of the day, the CE should have some responsibility at least, for arranging a tripartite meeting with the pace maker company as to why the leads did not last long.

The complainant would be at liberty to contact with the CE and in case CE is approached they would arrange



a tripartite meeting as observed by us hereinbefore.

With this direction, 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

*Authenticated*  
*[Signature]*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

*[Signature]*