Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference:INT/HOW/2024/131

Mr.Subhojit Ghoshal..... **Complainant**

vs

Woodlands Hospital.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	28/10/ 2024	The complaint would relate to billing. The patient was initially admitted forfixation of pace maker for which a sum of Rs. 4,26,632/- was billed whereas TPA sanctioned a sum of Rs. 56,258/-. The patient was readmitted with fever and that was billed for Rs. 1,46,510/-. The complainant would question both the bills being exorbitant. We examined the bill. We are in full agreement with the complaint, in some items the rates are imaginary. However, the matter is sub-judice before the Hon'ble High Court at Calcutta as such we do not wish to

			interfere on the issue. However, one issue we must address in relation to the second admission when the patient was admitted with flue. The patient was kept in ICU for two days awaiting tests report that according to our esteemed member Dr. Maitrayee Banerjee, could have been done urgently and the result could be had within the 45 minutes through Biofire method. Dr.Saptarsi Basu, representing the CE, would submit, they waited for two days awaiting reports and once the reports came and the patient was found to haveinfluenza he was kept in isolation and a single cabin was allotted to the patient despite being objected to, by the complainant. The complainant would contend, the patient was kept in general ICU and not in isolation for two days charging Rs. 14,000/- per day. Once the reports came the patient was kept in a single cabin charging Rs. 16,000/- per day wherefrom he was discharged. The twin sharing cabin

would cost Rs. 9,200/-.

For four days the patient was unnecessarily kept initiallyin ICU charging at the rate of Rs. 14,000/- and thereafter in a single cabin charging at the rate of Rs. 16,000/-.

Dr. Basu would submit,the patient was admitted with respiratory distress and as per advice of the treating doctor he was admitted in ICU.

Even, if we appreciate what Dr. Basu would say, we cannot support shifting of the patient in a single cabin on the ground of isolation wherefrom the patient was discharged. Pertinent to note, the discharge summary does not mention about any isolation.

We direct refund of the differential amount for two days cabin stay at the rate of Rs. 6,800 per day amounting to Rs. 13,600/- to be paid to the complainant on sharing of his bank details.

The other issue on exorbitant chargesis kept open to be decided after final decision from the Hon'ble High

Court at Calcutta.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission