

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/KOL/165/2024-25

Mr. Debabrata Chakraborty..... Complainant

VS

Nightingale Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/11/2024	<p>The complaint would relate to a trifle issue however, it has got a public importance and we thank the complainant that he has brought it to our notice so that we can remove the grey area that might be prevalent at the present moment.</p> <p>The complainant approached the CE for OPD consultation. Apart from the doctor's fee he was charged Rs. 250/- as registration charge. Hence, the complaint.</p> <p>According to the complainant, he has gone for a OPD consultation. He may not visit the CE any further. Hence, question of payment of registration charge is unjustified and unethical within the meaning of Section</p>



38 of the West Bengal Clinical Establishments Registration, Regulation and Transparency Act, 2017.

The CE has replied to the complainant.

According to the CE, they have taken registration charge that would include initial assessment of vitals of the patient, logistic facilities like providing wheel chair and trolley to sick patient at the OPD area and over and above to maintain hygiene. They would also submit that all the CEs are collecting registration charge from the OPD patient and it is not unusual. We have heard Mr. Debabrata Chakraborty, the complainant. We have also heard Mr. Ranjan Sarkar, representing the CE. Although, we fully support the CE for their act to collect registration charges we cannot be ad-idem with the reasons shown by them in their letter. The CE is holding licence under the said Act 2017. Some preliminary duties under the licence, they would have to follow that would include maintaining hygiene, providing logistic facilities to the patients, maintaining medical records as to vitals of the patients. These are built-in services for which separate charges

could not be had, far to speak of "registration charge"

It is true, all the other CEs would also charge on account of registration. According to us, the registration charges are levied by the CEs to maintain data bank of patient. Be it OPD patient or be it IPD patient. Each and every patient would have unique patient ID number. Whenever a patient visits any CE for the first time they charge him or her the registration charges. It is one time charge that cannot be repeated after six months as wrongly claimed by the present CE before us.

This registration charge is to maintain data about the patient and help the patient as well as the treating team next time when the patient would visit the CE.

We do not term it as unethical practice as wrongly submitted by the complainant on that score.

We hold, the registration charge levied by the CE on the patient is just and is an one time collection so that the CE could maintain the data bank for the patient.



With this observation, we dispose of the complaint.

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

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[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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