

Case Reference: WBCERC/SOU/195/2024-25

Mr. Himadri Nag Complainant

VS

R N Tagore International Institute of Cardiac SciencesRespondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/12/2024	<p>The complainant has various issues including billing.</p> <p>The patient approached the emergency with profuse bleeding. According to him, he was attended late for stitching of the wound.</p> <p>He was billed Rs. 6,088/- however, we find that after giving discount of Rs. 1,091/- the hospital charged 4,997/-.</p> <p>We do not find any scope to interfere on this issue.</p> <p>The complainant has two more issues.</p> <p>It is customary that in emergency treatment the patient's vitals would be recorded immediately on arrival</p>

that was not done. The CE has denied by referring to the medical records. The complainant would contend, it was done only on being pointed out to the concerned doctor by him.

It is very difficult for us to believe one version against the other.

The complainant would also complain of non healing of the wound.

We direct the CE to give him a free consultation through a plastic surgeon within a week from date.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Signature
Signature

Secretary
West Bengal Clinical Establishment
Regulatory Commission