

Case Reference: WBCERC/KOL/249/2024-25

Mr. Newton Kundu..... Complainant

vs

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

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	05/03/2025	<p>The patient was admitted with cardiac problem. She was advised MICS that was not covered by WBHS under which the patient was admitted.</p> <p>According to the CE, the complainant, the son of the patient, was clearly told that MICS would not be covered by WBHS. Hence, he would have to pay the differential amount.</p> <p>Mr. Avik Roy, representing Medical Cell, Finance Department, is also present on line on our request.</p> <p>Mr. Roy would submit, MICS is still not included in the WBHS. Rate for CABG is fixed at</p>

Rs. 1.5 lakhs that was allowed to the patient.

The CE had a package of Rs. 3.6 Lakhs for MICS procedure hence, the complainant had to pay the differential amount of Rs. 2, 10,000/- .

We do not find any scope to interfere on that score.

The complainant would also submit, three units of Human Albumin were prescribed. The hospital asked the complainant to purchase it as according to them, since it was a high cost medicine it would not be covered by the package. The complainant was compelled to purchase such medicine as Rs.18,000/-

We fail to appreciate.

The package of Rs. 3.6 lakhs must include everything including the medicine.

During suture removal a sum of Rs. 2,100/- was charged that was also not permissible as it would



be inclusive of the package.

We direct the CE to refund Rs. 2,100/- and the actual cost of the said medicine to the complainant at once.

The complainant is directed to share the cash Memo and his bank details so that money could be refunded through bank transfer.

Since this complaint has come for the first time we do not wish to impose any penalty. We would do so in case of any recurrence.

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