

Case Reference: WBCERC/KOL/250/2024-25

Mr. Rishov Dutta Complainant

vs

Narayan Memorial HospitalRespondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	05/03/2025	<p>The complaint would relate to billing of a particular medicine, Imicrit.</p> <p>According to the medical records, the said injection was advised to be stopped on and from February 13, 2025 whereas the bill would depict, the last purchase was made on February 14, 2025.</p> <p>CE, in their reply, justified the same by contending, the medicine was stopped at the 14th morning which was belied by the medical records. However, the nursing statement would depict, 9 units of Imicrit were administered to the patient that would tally with the bill raised by the CE.</p> <p>The injection started at 2 p.m. on February 10, 2025, possibly on that day two units could be given</p>

instead of three as advised. The next two days i.e, 11th and 12th, the patient had three units each and the last one was given at 6 a.m. on February 13th. Hence the confusion stands resolved.

We have examined the bill. The bill was fully paid through TPA except the non medical expense.

The consumable has been charged at MRP. We direct refund of Rs. 966/- as and by way of discount to the complainant on sharing of his bank details.

The complaint is disposed of.

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
Secretary
West Bengal Medical Establishment
Regulatory Commission