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: WBCERC/HOO/254/2024-25

Mr. Rajesh Gupta ..... **Complainant**

vs

Samaritan Clinic Pvt. Ltd.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/03/ 2025	A 16 year old boy suffered an injury where a sharp material has pierced his left arm near elbow joint around 11.30 a.m. on February 7, 2025. The patient was directly taken to Institute of Neuro Science who declined admission on the ground that the patient would need immediate surgery by a vascular surgeon. They did not have such infrastructure. The complainant, the father of the child, immediately rang up Samaritan who assured that they would be having vascular surgeon under their tie-up. Believing on such assurance, the patient was admitted at Samaritan. However, no surgeon examined the patient on the 7th or on the next day. Ultimately at

about 3 p.m. on the next day, the complainant got the patient discharged under DAMA and got him treated at a different establishment.

We have examined the bill. We find that the patient was admitted under Dr. Rajat Chowdhury, said to be a medicine expert, who charged Rs. 6,000/- for two visits that was totally unnecessary as the patient needed a surgical consultation followed by immediate surgery that was not done.

The doctor fee charged, was not only on the higher side but also unnecessary.

Medicine and consumable were supplied at MRP for Rs. 12,478/- that would attract discount of Rs. 1,871/-.

The CE also charged Rs. 2,242/- as "supporting charge" that is not permissible.

We feel it appropriate to direct refund of Rs. 10,000/-, lumsum, to the complainant on sharing of his bank details at once.

This is possibly the third and/or the fourth

complaint against this CE on billing. Earlier, we have cautioned the CE. Yet, they continued to bill at a higher rate as mentioned above. The representative of the CE would inform us, they have already changed their software.

Believing on such assurance, we do not wish to impose any penalty that we would be doing 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

Secretary
West Bengal Clinical Establishment
Regulatory Commission