

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/MAL/253/2024-25

Ms. Ajeda Bibi Complainant

vs

Mission Hospital, Durgapur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/03/2025	<p>This complaint would relate to very sorry state of affairs when a patient admitted for about 12 hours before his death, was charged Rs. 1,21,253/- for his treatment.</p> <p>The complainant, the ill fated widow of the patient, would submit, they came all the way from Malda to admit the patient under Swasthya Sathi mode. The hospital refused admission under Swasthya Sathi mode. Since the patient's condition was deteriorating they admitted the patient in cash mode and ultimately hospital billed a sum of Rs. 1, 21,253/-.</p> <p>The hospital gave a discount of a very small amount of Rs. 5,000/-.</p>

The dead body was not released unless and until the widow cleared the billed by arranging money by taking loan.

Dr. Paul, representing the hospital, would submit, at the time of admission, the Swasthya Sathi card was not produced. He would try to justify the bill amount by contending that the patient was too critical and despite best efforts of the treating team the patient breathed his last.

We are not at all impressed.

For 12 hours treatment, even if the patient was too critical, considering the fact that the patient breathed his last the bill could not have been made for such a hefty amount. At the same time, it is hard to believe, the complainant who had no means to pay, would not produce Swasthya Sathi Card at the time of admission.

Needless to mention, when we contacted the complainant for today's online hearing our office has come to know that the complainant is a cultivator and



totally illiterate and does not have any means to represent herself before the Commission.

On our request, the District Magistrate, Malda has extended his hospitality by arranging video conference from his Office.

We appreciate the gesture shown by the District Magistrate, Malda.

Coming back to the present case, we direct the hospital to recall the bill and prepare it afresh at Swasthya Sathi rate and refund the balance amount that would be found due and payable to the complainant.

We are told, the widow has a bank account. Let her share her bank account details so that the money could be transferred to her at once.

The hospital is directed to send us a report of compliance along with revised bill at an early date.

The complainant would also raise issue as to the treatment that would be outside our domain. She would

be free to approach appropriate authority, if she so likes.

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