

Case Reference: WBCERC/NAD/280/2024-25

Somnath Banerjee Complainant

vs

Peerless Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	28/04/2025	<p>The complaint would relate to refusal to admit a patient under WBHS category.</p> <p>The patient, Ms. Sumana Banerjee was under constant gynaecological treatment in Peerless hospital. After reconstruction surgery when she finally conceived Peerless refused to admit her in WBHS principally, on the ground of low package cost.</p> <p>The complainant is a Government employee. The husband of the patient was compelled to admit her as a cash patient and ultimately he had to pay Rs. 2.2 lakhs for the patient and the new</p>



born.

The complainant has raised this complaint on March 31, 2025.

Peerless gave response to us contending, all throughout the patient was treated under WBHS. However, at the time of final delivery they made it clear that it would not be possible to compromise the treatment as the rate prescribed under WBHS category for caesarean C section would be on the lower side.

We asked for response from the Finance Department Medical Cell of the State when Mr. Avik Roy, representing the Medical Cell, clarified the issue that although the caesarean C section package is prescribed in the tariff in case of any complication the Department always would be open for discussion and escalation of the treatment cost that would be considered on case



to case basis looking to the medical records by the Medical experts of the Department.

He has also clarified that the new born is always separately treated under WBHS.

Coming back to the present case, Mr. Roy, present online, would offer discussion with Peerless upon production of all medical records justifying their views.

Dr. Sudipta Mitra, representing Peerless, is agreeable to re-submit the bill along with all medical records for scrutiny by the Medical Cell.

In such circumstances, we direct Peerless to recall the bill and submit a fresh bill along with all medical records justifying their revised bill as per the clarification given by the Medical Cell of the State.

The entire process must be done within



fortnight from date.

The office is directed to share a copy of the clarification mentioned above to the parties concerned.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

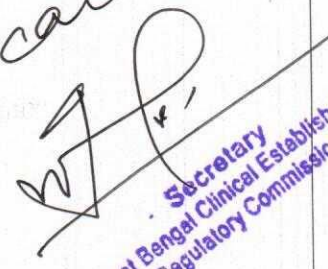
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authentic copy

Secretary
West Bengal Clinical Establishment
Regulatory Commission