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Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: WBCERC/DAR-SMP/287/2024-25**

Ms. Anita Majumdar ..... Complainant

vs

Desun Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	17/04/2025	<p>The complaint would relate to billing.</p> <p>The complainant would contend, that without taking appropriate consent the CE unnecessarily got several costly tests done and as a result the bill has been escalated unfairly.</p> <p>The complainant would question the tests being Procalcitonine, MRI brain, USG whole abdomen and MRI penis that would amount to Rs. 25,131/-.</p> <p>For MRI brain along with MRI neck was consented by the daughter of the patient as it appears from the consent form. However, the other costly tests were done purportedly on the advice of the neuro surgeon</p>

as contended by the CE. On examination of the medical record, we find that concerned RMO, working at the emergency, prescribed all such tests without having any proper counselling. It is a fit and proper case to direct refund of Rs. 10,000/-.

The CE would contend, on the prayer of the complainant they have already discounted the bill to the extent of Rs. 12,500/-.

We have examined the bill. There are other areas where the bill is quite on the higher side. We feel, interest of justice would be subserved if we direct further discount of Rs. 10,000/- to be paid to the complainant on sharing of her bank details.

Before we part with, we express our strong displeasure, the way the medical records have been sent to us for evaluation. There is no stitching of the bunch. The papers are not chronologically numbered. We hope and expect, this type of problem would not recur.

The complaint is disposed of.

			<p>Sd/-</p> <p>The The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr.Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Aulkeni</i></p> <p><i>[Signature]</i></p> <p><b>Secretary</b> <b>West Bengal Clinical Establishment</b> <b>Regulatory Commission</b></p>
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