

5

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/KOL/28/2025-26**

Mr. Souvik Mridha Complainant

vs

Divine Nursing Home.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	21/05/2025	<p>The complaint would relate to hospital negligence.</p> <p>The CE has replied to the complaint by giving their response sent to us on April 29, 2025. We now come to know, despite a specific direction given by us, the CE has failed and neglected to share a copy with the complainant.</p> <p>We direct the complainant to share a copy right now. We also impose a penalty of Rs. 1,000/- to be paid to the complainant for non compliance of our direction as stated above.</p> <p>Initially, there had been issue with regard to</p>



Insurance approval. However, the complainant subsequently raised two other issues:-

- I) Additional sum of Rs. 500/- was charged in cash over and above the TPA approved sanctioned amount.
- II) A food bill was raised for Rs. 2,600/- that was not permissible.

The CE has replied to the complaint dealing with all the three issues.

Since the first issue has not been escalated before us we do not wish to go into the same.

With regard to second and third issue the CE explained by contending, Rs. 500/- was taken in cash over and above Rs. 2,000/- for the consultation fee given to Dr. Debabrata Nandi, an empanelled visiting Super-speciality Doctor. After the bill had been raised with the TPA the hospital came to know, Dr. Nandi charged Rs. 2,500/- hence, the balance

amount of Rs. 500/- was realised in cash.

We direct the CE to give a proper bill for the said sum of Rs. 500/- to the complainant.

With regard to the food bill, the CE clarified, they charged Rs. 650/- per day for the additional person who stays with the patient. The said sum of Rs. 2,600/- was charged inclusive of food and stay for four days.

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

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission