

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/80/2025-26

Mr. Nilendu Ghosh Complainant

vs

AMRI, Mukundapur (Manipal Hospital).....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/06/2025	<p>The complaint would relate to untimely death of a patient who became the victim of post operative complication in a case of abdominal surgery involving hernia, left ovarian cyst and gallbladder stone. Two doctors being the surgeon and the Gynaecologist were involved in the process. Post operative complication could not be detected earlier. Our esteemed members are of the opinion, had it done so the patient could have been saved. Curative surgery was done belatedly on the 9th day of surgery.</p> <p>The entire admission was covered by an Insurance policy. The hospital billed a sum of Rs. 12,61,092/- after giving discount the amount became 11,98,855/- out of which the TPA approved Rs. 11,82,579/- compelling the</p>



Case Reference: WBCERC/KOL/80/2025-26



complainant to pay Rs. 16,268/-.

After realising the hefty amount of treatment cost through the Insurance Policy the hospital did not release the dead body without realising a paltry sum of Rs. 16,268/-.

We deprecate the conduct of the CE.

The medical issues are outside our domain. The complainant would be at liberty to approach appropriate authority questioning the treatment protocol, entire process of surgery and curative surgery including all medical service rendered to the patient.

We direct the CE to refund the said sum of Rs. 16,268/- at once to the complainant on sharing of his bank details.

We permit the complainant to approach us afresh in case he succeeds before the appropriate forum.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated

WJF
Secretary
West Bengal Clinical Establishment
Regulatory Commission