

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/PAS/84/2025-26

Raju Ghosh Complainant

vs

Save Life Nursing Home, Ghatal.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	02/07/2025	<p>The mother of the complainant, Smt Parul Ghosh, 62 year old female patient, was admitted at the CE with the history of electrocution on December 10, 2024. She had head injury that was treated at the CE and discharged on December 13, 2024.</p> <p>The hospital billed a sum of Rs. 24,877/-. Since the complainant is an employee of WBSUEDCL and his mother being a beneficiary of the health scheme he submitted the bill with his employer for reimbursement. The authority declined to consider the bill in absence of medico legal certificate by the concerned doctor who treated the patient. Moreover, the actual cause of admission was not properly mentioned in the discharge</p>

summery.

Those two defects are to be cured by the nursing home. Despite repeated requests nursing home has failed to do so.

Mr. Sourav Bhowmik, the owner of the nursing home, is present online through speaker mode on mobile. He would submit that they are prepared to handover the medico legal certificate duly signed by the concerned doctor at once.

The complainant would submit, since he is in Kolkata let the certificate be handed over to his representative who would visit the nursing home today in the evening.

The nursing home is also directed to correct the discharge summery and submit a fresh discharge summery as per the requirement mentioned in the complaint.

The complaint is disposed of accordingly.

81



Sd/-

The Hon'ble Chairperson

Sd/-

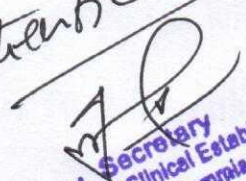
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission