

Case Reference: **WBCERC/SOU/79/2025-26**

Mr. Biswajit Ghosal..... Complainant

vs

Manipal Hospital, Mukundapur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/06/2025	<p>The complaint would relate to refusal to treat a patient who was having OPD consultation under WBHS mode.</p> <p>A young boy of eight years old having a fall from hight, came to the OPD of the CE when on the advice of the CE Dr. Abhisek Nandi, examined the patient and advised admission followed by surgery. Accordingly, the complainant, the father of the child, wanted to have the patient admitted under WBHS category. He was refused on the ground that Dr. Abhisek Nandi, would not do the surgery under WBHS category. Since the boy was critical his father, the complainant above named, was compelled to admit the patient under cash mode and a sum of Rs.1,37,855/- (estimate of which was Rs. 1,28,500/-) was</p>



Case Reference: WBCERC/SOU/79/2025-26



charged.

On our request, Mr. Avik Roy, from the Finance Department, Medical Cell, State of West Bengal is present online. On verification of the medical records, he would clarify, this particular surgery under WBHS mode would cost Rs. 35,000/- plus cost of implant amounting to Rs. 2,126/-. He would further clarify, in case OT note and discharge summary are shared the amount may be enhanced upon verification.

Dr. Bappaditya Mukhopadhyaya, representing the CE, would submit, Dr. Nandi is a visiting consultant and the hospital has no control over him.

We are not at all impressed.

Private doctors are always entitled to command their fees. They are also at liberty to chose which patient they would examine and treat and if so, under what mode. However, once the said doctor is attached to the CE and the patient was examined by him at OPD under WBHS mode there cannot be any other mode applicable for admission of the patient.



The conduct of the CE is not at all appreciable.

We direct the CE forthwith share the OT note and discharge summary directly with the Finance Department, Medical Cell, State of West Bengal. Mr. Roy would assure us, as soon as the OT note and discharge summary are submitted he would be informing the hospital the actual cost that would be permissible.

The CE would at once refund the entire balance amount to the complainant without any further delay.

Before we part with, we caution the CE, there must not be any recurrence of this unpleasant incident.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission