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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/NPG/134/2025-26

Mr. Abhishek Ginodia Complainant

vs

Manipal Hospital, Salt Lake..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	08/09/2025	<p>The complaint would relate to patient harassment as well as billing.</p> <p>Eighty year old patient was admitted at the CE with the history of diarrhoea. The patient was admitted for about 3 days when he was treated conservatively with fluid however, the patient was charged for dietician service.</p> <p>Investigations were done at a much exorbitant rate and on our estimation, a sum of Rs. 6,185/- was charged in excess for investigations.</p> <p>The consumable and medicines were not given</p>

discount as per our Advisory.

The dedicated nurses were paid in cash by the complainant. Yet, a sum of Rs. 900/- was charged on that count. More surprisingly, in a case of in-patient admission water was separately charged.

The hospital has a policy to provide either packaged water or bottle water. Even if the patient does not opt for packaged water the cost of the bottle is separately charged.

We deprecate the practice that the CE is following. We direct the CE to discontinue such bottle charge and provide potable water to all in-patients free of cost unless and until specific request is made by the patient or his relatives for providing packaged water that would be chargeable.

With regard to the dedicated nursing charges,

when the patient directly paid to the concerned nursing staff the hospital cannot levy any further charge on that count.

On our estimation, a sum of Rs. 9,024/- was charged in excess. The CE is agreeable to refund the same.

Let them do so at once on sharing of bankdetails.

We also direct the CE to provide copies of all medical records to the complainant within a week from date.

The complainant is also given liberty to question the unnecessary tests and medicines prescribed, before the appropriate forum if he so desires.

The complaint is disposed of accordingly.

S/

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) MakhanLalSaha – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission