

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/NPG/130/2025-26

Mr. Subhadeep Ganguly Complainant

vs

R N Tagore Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/08/2025	<p>The complaint would relate to medical negligence as well as the billing.</p> <p>A critically ill patient having so many co-morbidities, was admitted for treatment for 27 days when she breathed her last.</p> <p>The patient was admitted on November 16, 2024 and she breathed her last on December 13, 2024.</p> <p>Medical negligence is outside our domain. The treating doctor, Dr. Panja present online, has interaction with our esteem medical member Dr. Sukumar Mukherjee.</p>

From such interaction we find that the patient had so much of co-morbidities and despite efforts given by the treating team the patient could not be saved.

The patient was billed for Rs. 22.5 lacs out of which the hospital discounted of Rs. 5.82 lacs leaving a balance amount of Rs. 16.23 lacs. TPA sanctioned Rs. 13.23 lacs and the complainant had to pay Rs. 3 lacs. The complainant would contend, high value medicines had been administered without any consent. CE did not follow the standard procedure for administering high value medicines moreover, the number of medicines indented from the pharmacy would not match with the actual use as would be apparent from the medical record shared by the CE. Investigations were too costly. Financial counselling was not properly done by the CE.

On the contrary, the CE would contend, everyday apart from medical counselling by Dr. Panja the



treating doctor, financial counselling was also done. CE would assert, they followed the guidelines of the WBCERC in respect of use of high value medicines.

We have considered the rival contentions on the issue. As observed hereinbefore, medical issues are completely outside our domain. The complainant would be at liberty to approach the appropriate forum for the same if he so desires.

Coming to the billing issue, we find, substantial amount was discounted by the CE however, irregularity contended by the complainant and seriously confronted by the CE, would require a thorough investigation.

We request the Director, Health Service to form an appropriate committee to go into the records to find out the veracity of the complaint and the rival

assertion of the CE.

After scrutiny of the bill, if it is found that any further discount would be available CE would grant so as per the direction of the scrutiny team to be formed by the Director, Health Service.

Needless to mention, the scrutiny team should hear both the parties on the issue before coming to the final conclusion.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

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