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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:WBCERC/SOU/127/2025-26

Mr. Buddhodeb Mondol Complainant

vs

Peerless Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/08/2025	The complaint would relate to cardiological problem of a patient who was initially admitted with heart block. The patient was admitted in cash mode. According to the complainant, they did not have adequate financial resource to have the patient treated under cash mode. They wanted to have the patient admitted under Swasthya Sathi which was initially not granted. Subsequently, the hospital informed the complainant, only pacemaker procedure would be covered by the Swasthya Sathi mode. Other treatment would be on the cash mode. They agreed and pacemaker

was implanted on Swasthya Sathi mode. Subsequently, the patient became critical and he was admitted for the second time and was discharged after cure. It appears that the patient subsequently died at his residence.

In all, a sum of Rs. 3.81 lakhs was billed by the CE.

The complainant is not clear on his issues. We have received at least 10 mails at different times, one after the other. It is not clear what his actual complaint is.

In course of hearing, the complainant would contend, that since the patient had died and they had to borrow money from outside, a compassionate approach should be taken by the CE.

Considering such submission and in deference

to the desire of the Commission, Dr. Mitra, representing the CE, would agree to refund a sum of Rs. 1,00,000/- lump sum, to the complainant as and by way of refund.

The complainant is also agreeable to accept the same.

The complainant is directed to share his bank details with the CE so that the money could be refunded to him through bank transfer.

The complaint is disposed of accordingly.

Sd/-
The Hon'ble Chairperson

Sd/-
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-
Dr. Maitrayee Banerjee – Member

Sd/-
Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission