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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/KOL/135/2025-26

Mr. Muddasir Parvez..... Complainant

vs

CMRI.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	08/09/2025	<p>Despite best treatment being given by the doctors, the patient breathed her last at 12.40 am.</p> <p>The relatives have no grievance with regard to treatment.</p> <p>Ordeal started thereafter when the dead body was detained by the CE for 15 hours for want of insurance clearance.</p> <p>From the records it appears, there were errors and omissions done by the hospital that were time to time pointed out by the TPA. Ultimately the final clearance came at about 2.51 pm and the</p>



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dead body was released thereafter.

The complainant would contend, he has highest respect for the doctors who tried their level best to treat his mother. Despite such efforts, he lost his mother at 12.40 am. They were eager to take his mother back home for ritual when the hospital informed them that their TPA desk would function only during day time. They again came at 8 am on the next day and ultimately at 9.25 am the bill was uploaded online for TPA clearance. Series of communications had been exchanged between the TPA and the hospital and ultimately the final approval came at 13.52 hrs. Even then, the dead body was released after one hour.

On a cursory view of the bill it appears, the patient was there for about two days and her entire stay was in ICU in a critical state. Hand rub and



mouth wash were charged. Similar indent was made even after the death of the patient.

Procalcitonin has been charged at a very exorbitant rate of Rs. 9,017/-.

Ms. Sumana would inform us that the same charge is being levied upon cash patient also.

From the approval memo we find a detailed note of rejection amounting to Rs. 38,564/-.

The hospital authority is represented by Ms. Sumana, Dr. Paramita, from the TPA desk and Mr. Rajesh Barma from the billing.

We feel, it is fit and proper case where we should put the hospital on a strict caution that in a case of TPA admission they cannot withhold release of dead body on the pretext of TPA clearance, that too, for long hours.

The hospital may request the person concerned responsible for payment to stay back

and release the dead body at the earliest.

The situation is really unfortunate. We hope and expect, there would be no recurrence.

In deference to the desire of the Commission, the CE would offer refund of Rs. 38,564 /- paid by the complainant in excess of the TPA clearance.

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

In case of insurance admission scrutiny of bill is outside our domain. The complainant would be at liberty to approach the appropriate authority questioning the such exorbitant billing.

We make it clear to the CE, in case any cash patient approaches us on the billing and we find any irregularity we would definitely impose heavy penalty on them.

CE must follow our advisory on the issue of

diagnostic and pathological charges.

The complaint is disposed of accordingly.

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

WBC
Secretary
West Bengal Clinical Establishment
Regulatory Commission

Secretary
West Bengal Clinical Establishment
Regulatory Commission