

Office of the West Bengal Clinical Establishment Regulatory Commission  
1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.  
Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

Case Reference:INT/KOL/2025/039

Mrs. Kakoli Bagchi..... Complainant

vs

Microlap Nursing Home.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	08/09/2025	<p>The complaint would relate to very very unfortunate situation.</p> <p>The patient was under treatment in a multispeciality hospital wherefrom the patient was advised discharge to be kept under home care.</p> <p>The complainant, the son of the patient, wanted to have some arrangements and as a stopgap measure he contacted Dr. Partha Sarathi Saha. On the advice of Dr. Saha, the patient was admitted at Microlap Nursing Home where an estimate was given at the rate of Rs. 7,200/- per</p>





day.

The complainant would contend, he made it clear to Dr. Saha that he did not want any escalation of treatment as he was not in a position to take the financial burden and would only request the nursing home to give nursing care unless and until he could arrange for any alternative accommodation at a government hospital. Ultimately he could arrange for an ICU bed in a government hospital and the patient was taken there for further treatment.

At the time of discharge, he was given a bill of Rs. 39,000/-. When he wanted to make payment of the said bill he was asked to pay another Rs. 8,000/- in cash on account of Dr. Saha's fees. He did not have ready cash when the billing desk supplied the Google pay number of



the concerned doctor and the money was transferred to him.

Microlap is represented by Mr. Sumit Sankar Koley, CEO.

According to Mr. Koley, the patient was admitted through Dr. Saha who is attached to the nursing home. It was a private arrangement between the complainant and the Doctor. The payment was made directly to Dr. Saha and the CE has no responsibility in that regard.

We have examined the bill where five vials of Targocid were indented out of which one vial was returned. Four Targocids were charged at the rate of Rs. 2,675/- whereas Tata 1mg is supplying the same medicine at Rs. 2,466/-.

We direct refund of Rs. 800/- at once to the

complainant on sharing of his bank details.

With regard to the Doctor's fees, in absence of appropriate evidence it would be difficult to accept one version against the other however, we deprecate the practice that the nursing home is following.

When a patient is admitted as in-patient in any CE it is the duty of the CE to see that the patient is billed exhaustively. CE must not encourage any "private arrangement" as contended by them.

We hope and expect that there is no recurrence in this regard.

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

*Authenticable*  
  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission