

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: WBCERC/BNK/184/2025-26**

Tapas Kumar Bandyopadhyay ..... Complainant

vs

Bankura Seva Niketan Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	10/10/2025	<p>The complaint would relate to three issues: bed sore, delay in blood transfusion and billing.</p> <p>The patient had bed sore at the time of discharge. The complainant would contend, this happened in course of treatment however, the Nursing Assessment Sheet at the time of admission, would clearly show that bed sore was present that was duly signed by the complainant. Hence, the first complaint is rejected.</p> <p>With regard to the blood transfusion, there is</p>

some confusion. Two blood products ( PRBC) were transfused. According to the CE, the first one was advised on July 4, 2025. Since the CE had no blood bank the complainant arranged blood from outside and deposited it at 4 p.m. on July 4, 2025 and the same was transfused between 10 p.m. on July 4, 2025 to 2 a.m. on July 5, 2025. The second blood product was transfused on July 7, 2025 that would have no dispute. This would apart from the medical records produced before us.

The complainant would contend, the blood product given to the CE on July 4, 2025 as stated above, was transfused on July 5, 2025 and not July 4, 2025.

In absence of any evidence to the contrary, we cannot accept the version of the complainant. The same is rejected.

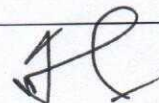


The hospital has billed at WBHS rate for Rs. 2,43,174/-. According to the CE, since Rs. 2,00,000/- was the cashless limit in WBHS category Rs 43,174/- was realised from the complainant.

The complainant would strenuously dispute such contention. According to him, he paid Rs. 50,000/- by online transfer. He has screenshots for the same. Let the complainant produce the screenshots before the CE.

Mr. Avik Roy, representing Finance Department, Medical Cell, is present online. He would assure, as soon as the complainant would raise his bill for reimbursement the same would be considered as per the scheme and the sanctioned amount (reimbursement part) would be paid back to him.





Upon receipt of such sum the complainant would be at liberty to approach the CE for reimbursement of the balance amount from the CE except the non-medical expenses that would be the responsibility of the beneficiary.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*

*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission