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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/2025/038**

Mr. Indrajit Dass ..... **Complainant**

VS

Bhagirathi Neotia Woman and Child Care Centre.....**Respondent/  
Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	18/09/2025	<p>The complaint would relate to excess amount unauthorisedly realised from the patient by the concerned Doctor.</p> <p>The patient was admitted at the CE under a PPN package. At the time of discharge, the bill was settled on that basis however, the complainant would now contend, he was compelled to pay an additional sum of Rs. 50,000/- on the demand of the Doctor and the hospital did not take any responsibility for the same. On his insistence, the Doctor refunded Rs. 7,000/- and gave a receipt of Rs. 43,000/-.</p> <p>The CE would contend, if the patient has paid any</p>



sum to the Doctor without the knowledge and consent of the CE the CE should not be held responsible. We fully appreciate the stand of the CE however, we feel, there must be transparency.

If there is any private arrangement between the Doctor and the patient that must be settled outside the CE.

The CE is directed to get a disclaimer from the patients to the effect that for private arrangement, if any, between the Doctor and the patient, CE would not be held responsible. Similarly, the CE must get similar declaration from the Doctor visiting the CE that they would not insist on payment of any amount within the hospital premises from any of the patients.

The CE is directed to submit a letter of compliance with the Commission within a period of fortnight from date.

The complaint is disposed of accordingly.



Sd/-

The Hon'ble Chairperson

Sd/-

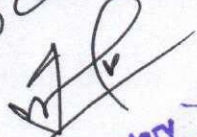
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  


Secretary  
West Bengal Clinical Establishment  
Regulatory Commission