

14

Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: WBCERC/SPG/190/2025-26

Mr. Rajaul Ahmed Molla Complainant

vs

Institute of Child Health.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/11/2025	<p>The complaint would relate to billing.</p> <p>The patient was admitted for treatment when initially a bill was raised for Rs. 8,080/- that the complainant paid. Subsequently, the patient was advised for bone marrow test for which the patient was asked to overstay and ultimately a sum of Rs. 18,780/- had to be paid as final bill amount.</p> <p>The complainant would contend, all along he was assured that all the tests would be free however, they have charged Rs. 5,000/- for procedure to draw sample for the tests.</p> <p>At the time of hearing, we come to know that</p>

although the patient was discharged on September 17, 2025 up-till now the complainant did not get the copy of the report. Mr. Sarkar, representing the CE, is unable to give any plausible answer to the same.

Subsequently to the hearing the CE has sent a mail to us dated November 06, 2025 wherefrom we find that the report was sent through Whatsapp to the complainant on September 22, 2025 and the patient relatives are yet to collect the hard copy from the CE. The biopsy report was also attached with the said mail.

We direct the CE to discount the procedure cost for Rs. 3,000/- and pay the same to the complainant on sharing of his bank details.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) MakhanLalSaha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

SmtMadhabi Das – Member

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission