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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: MISC/HGY/2025/003

Ma Sarada Hospital Pvt. Ltd. Complainant

vs

Mr. Jayanta Ghosh (Mrs. Manju Rani Ghosh (patient)).....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	10/11/2025	<p>The complaint would relate to non payment of the bill.</p> <p>The CE would submit, the patient came in a very critical state. She was immediately intubated however, after two days of admission the respondent patient got the discharged under DAMA without making payment of the hospital bill.</p> <p>The respondent would contend, he paid the medicine bill. Since he was not satisfied with the treatment he refused to pay the bill.</p> <p>We do not appreciate the conduct of the respondent.</p>

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Even if we give cr dence to what the respondent would say, such issue could be effectively gone into by the appropriate authority including us however, the complainant is obliged to pay the hospital bill and he cannot refuse payment on the ground of alleged deficiency in treatment.

At this juncture, the respondent would offer payment of the bill amount by monthly instalment of Rs. 5,000/-.

Let him do so.

In case he continues to pay regularly we would definitely reopen the issue in case he makes a definite complaint of hospital negligence.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Authenticated
[Signature]

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission