

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/NPG/200/2025-26

Mrs. Renu Davey Complainant

vs

ILS Hospital, Salt lake.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	10/11/2025	<p>The complaint would relate to billing.</p> <p>The complainant would contend, that she took her mother for a day care admission for administrating saline drip. The patient attended Emergency with the history of 9 days fever.</p> <p>According to the complainant, since it was a day care admission the patient should not have been unnecessarily kept. The Emergency doctor advised regular in-house admission under Dr. Pinaki Dey and Dr. Anand Ojha both from medicine stream.</p> <p>According to the complainant the patient was ready for discharge on the next *day i.e, September 23, 2025</p>



however, because of water logging the complainant could not attend the CE to get the patient discharged and the patient was ultimately discharged on September 24, 2025.

According to the complainant phone call came on September 22, 2025 for certain investigations to be done when she categorically asked the CE not to do any such investigation as according to her, it would be superfluous.

On examination of the bill we find that the major part of the investigations had already been done on September 21, 2025 when consent was never asked for. Pertinent to note, for two day admission, around Rs. 29,000/- was charged for investigations. We also find that Dr. Pinaki Dey visited the patient once on the first day whereas the CE billed for two visits. Moreover, Dr Ojha has charged for September 22, 2025. The patient was ready for discharge on September 23, 2025 however, on the day of discharge another visit was charged.

The complainant would contend, that no proper counselling was done by the treating doctors.

In course of hearing, we come to know that both the doctors are associated with ILS Dumdum and not ILS Salt Lake.

The CE would contend, that all four days Dr. Dey visited the patient. We find that on September 22 Dr. Ojha's visit was billed. Dr. Ojha was also from the same stream in case since Dr. Dey visited the patient for all four days there was not occasion for Dr. Ojha to see the patient.

Everything has been under cloud.

We direct the CE to discount the bill and refund Rs. 5,000/- on account of doctors fee and Rs. 10,000/- on account of investigations.

The complainant is directed to share her bank details with the CE so that the said sum of Rs. 15,000/- be transferred to her account at once.

Before we part with, we wish to give a note of caution to the CE that there must not be any recurrence of

the like nature.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission