

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/PAB/216/2025-26

Mr. Rana Gupta..... Complainant

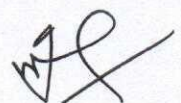
vs

Health World Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	01/12/2025	<p>The complaint would relate to a complex situation.</p> <p>The patient was admitted under a package of Rs. 2,05,000/- however, there had been post-surgical complication for which the patient had to overstay and ultimately the bill crossed Rs. 14,00,000/-. The CE realised from the Insurance Rs. 12,00,000/- and the balance was payable by the complainant. The CE has discounted substantial part of the balance sum. The complainant paid only Rs. 17,000/-.</p> <p>The complexity arose during treatment. The patient was sent to Kolkata in another establishment for a particular procedure for which the second establishment billed Rs. 3,98,957 /-. The CE paid the said sum to the</p>





second establishment as the complainant did not agree to pay the said bill.

The complainant has now alleged hospital negligence. According to him, since the patient was admitted under a package of Rs. 2,05,000/- he is not obliged to pay any further sum. The CE unlawfully realised a hefty amount from the insurance policy. He is also not obliged to clear the bill of the second establishment.

Although we feel sorry for the fact that the patient did not survive, we cannot find any logic behind the complaint raised by the complainant on the billing issue with regard to the overstay due to post surgical complication.

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/-

Smt Madhabi Das – Member

Aulken's care
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission