

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2025/068

Abhishek Sipany..... Complainant

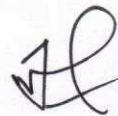
vs

Bhagirathi Neotia Hospital, Lowdon St.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	26/11/2025	<p>The complaint would depict a very very nasty incident in an establishment who claims to be a reputed Gynae hospital in the city.</p> <p>The complainant was admitted on November 4, 2025 at 12.54 pm. She was supposed to be discharged on November 6, 2025 morning. The CE prepared the bill and uploaded in the TPA portal at 11.10 am.</p> <p>Ordeal started therefrom. The TPA started making query to the CE. In this process, the discharge was delayed.</p> <p>At about 2.30 pm the final approval came from the TPA. The Hospital then added extra bed charge as the</p>





patient had to be discharged after about three hours from their scheduled time of discharge.

The hospital prepared a revised bill against the approval of TPA. Such revised approval came at the evening and ultimately the patient got discharged at 10 pm.

For about 10 –11 hours the patient had to overstay at the hospital because of internal problem that the CE was having with TPA.

The complainant would contend, she was not given food at the right time during lunch. The server denied food on the ground, since she would be discharged she would not be entitled to food. Ultimately the food came very late in the day only when the hospital informed the party that they would be charging one day extra. -

The entire incident is not only unfortunate but also painful.

We have considered the issue. The patient was admitted at 12.54 pm. She was entitled to be there up to

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12.54 p.m following the 24 hours rule. There was 2 hours 21 minutes over-stay. The CE was at best be entitled to charge one fourth bed charge. They charged Rs. 2,000/- that the complainant would object.

We direct the CE to refund Rs. 1,500/- on account of extra bed charge. We permit the complainant to ask for reimbursement of the balance amount that the TPA disallowed. After such reimbursement is made if any amount is found to be payable by her on non medical consumable disallowed by the TPA the CE would be obliged to give 20 per cent discount on the said sum and refund the same to the complainant through bank transfer upon sharing of her bank details.

The CE is also directed to send a letter of regret for the entire incident addressed to the patient with a copy to the Commission within a week from date.

Before we part with, we hope and expect, the management would see that there is no recurrence of the like nature.



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The complaint is disposed of accordingly.

Sd/-  
The Hon'ble Chairperson

Sd/-  
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-  
Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-  
Dr. Maitrayee Banerjee – Member

Sd/-  
Smt Madhabi Das – Member

Authenticated  
  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission



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