

Case Reference: **WBCERC/HOW/220/2025-26**

Mr. Manas Naskar..... Complainant

vs

Manipal Hospital, Mukundapur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	04/12/2025	<p>The complaint would relate to treatment protocol as well as billing.</p> <p>Treatment protocol is outside our domain.</p> <p>The complainant would be free to approach appropriate authority for the same.</p> <p>With regard to billing, we find justification in the complaint.</p> <p>The patient was admitted for Whipple surgery with an estimate of Rs. 4,87,500/- on an estimated stay of ten days. The patient died within two days after surgery. Her stay was only for four days. CE billed Rs. 6.44 lakhs.</p> <p>We have scrutinised the bill. We need to have interaction with the concerned surgeon as from the</p>





response we find, the estimate was given by the financial councillor after consulting the concerned surgeon.

Dr. Mukherjee, representing the CE, would submit, the concerned surgeon is abroad. He would be back in the middle of December.

Place this matter for further hearing in January 2026.

We request Dr. Sanjoy Mondal another surgeon attached to the same CE, to assist us at the hearing.

In the mean time, as an by way of interim measure we direct the CE to refund Rs. 1.7 lakhs to the complainant.

Mr. Dipanjan Saha, also representing the CE, would submit, they would refund the money as soon as the bank details are shared by the complainant.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member