

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/NPG/300/2025-26

Mr. Harsh Roy Complainant

vs

Joint And Brain Care Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/04/2026	<p>The complaint would relate to hospital negligence.</p> <p>The patient was admitted through medi-claim policy. The patient was billed for Rs. 2,12,669/- whereas TPA sanctioned a sum of Rs. 1,67,647/-. Hospital discounted Rs. 31,900/-. Rs. 4,500/- was disallowed by the TPA. Hence, the balance amount of Rs. 8,622/- was payable by the patient.</p> <p>At the time of admission, a sum of Rs. 10,000/- was taken as advance. The said sum of Rs. 8,622/- has been adjusted against the advance</p>





and the balance amount was to be refunded.

The complainant would contend that the hospital took at least two hours to refund the balance sum even after TPA approval. As a result, unnecessarily the patient was detained.

Dr. Saha representing the CE, would express regret for the same. We direct him to send a letter of regret to the complainant.

The complainant would also raise issue on patient food. According to him, the patient was vegetarian. He was served non-vegetarian food despite being informed to the CE about his choice. The CE, in their response, totally denied such assertion. We are unable to interfere in absence of any documentary evidence on that score.

The complainant would also raise issue with regard to inefficient non-medical staff working at

the CE.

Dr. Saha would assure, he would look into the problem and corrective measure would be taken on that count.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]