

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:WBCERC/HGY/266/2025-26


Mr. Anirban Dey Complainant

vs

ILS Hospital, Howrah.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	11/03/2026	<p>This complaint would relate to a very very unfortunate and unpleasant situation in a case where a fifty year old female patient having co-morbidities, breathed her last after 33 days of treatment at the CE.</p> <p>The patient was critical that would be apparent from the records however, we do not find any surgical intervention required for the patient. Yet, the patient was charged Rs. 80,000/- on an average, per day amounting to Rs. 26,64,256.68/-. The CE, in their wisdom, had given a small discount of Rs. 39,752.23/- and the complainant had to clear the balance amount of Rs.26,24,499/-.</p> <p>Unfortunately the patient was not covered by any</p>



medicclaim and the entire amount had to be paid in cash.

The complainant has come questioning the bill. This issue would remind us another bill of the same establishment when ILS, Dumdum billed a princely sum in a covid treatment of a doctor who got affected while giving treatment to his patients. In such case the patient also died during treatment.

We have examined the bill. Rs. 11,23,126/- was charged on account of medicine and consumable that too, at MRP without giving any discount at all on that score.

The patient was admitted under two doctors however, every day there were visits of doctors from other stream without having any proper referral from the treating team. A sum of Rs. 2.41 lakhs was charged only on account of doctors visit. Pertinent to note, those doctors also separately charged for the routine procedure and other procedure done to the patient.

The investigations rates were too high and we do not get any proper justification on that score.

We direct the CE to make a fixed deposit Rs. 26,24,499/- in a Nationalised bank of their choice to be kept renewed from time to time.

The fixed deposit as directed above, should be made within a fortnight from date.

The CE would send a copy of the fixed deposit receipt to the Commission.

We request Director, Health Services to form a High Power Committee of medical experts to examine the medical records as well as the bill.

The said High Power Committee would be entitled to scrutinise the bill and adjudicate the actual amount payable by the complainant on account of the treatment of the deceased. The Committee would, however, give personal hearing to the representative of the CE as well as the complainant before coming to a logical conclusion.

Upon such adjudication being made, the CE would be at liberty to encash the fixed deposit and refund the



amount, if any, found to be payable to the complainant.

The committee would submit a report to the Commission for perusal.

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

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]