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Office of the West Bengal Clinical Establishment Regulatory Commission  
1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.  
Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

Case Reference:WBCERC/SPG/11/2026-27

Mr. Ismail Khan ..... Complainant

vs

R N Tagore International Institute of Cardiac Sciences.....Respondent/  
Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	13/05/2026	<p>The complaint would relate to billing.</p> <p>The patient had undergone open heart surgery at the CE. Since the patient belongs to economically backward class the relatives applied for appropriate support from the Hon'ble Chief Minister's Relief Fund.</p> <p>According to the complainant, the father of the patient, he received a letter from the Government that a sum of Rs.59,000/- had been allotted against the application for</p>

financial support. Since such information had come to the CE after discharge the CE did not give appropriate credit for the said amount and the complainant had to pay the bill in full.

After receipt of the complaint we asked for response from the CE. The CE contended in their response, since the patient had been released on January 6, 2026 and the **support letter reached the hospital** on January 7, 2026, after the date of discharge such support could not be utilized at that time.

Subsequently, the CE has changed their stand by a subsequent letter dated May 8, 2026. The CE is now contending that they



		<p>have not yet received the money from the Chief Minister's Relief Fund as such there is no scope for refund.</p> <p>At the hearing, Ms Madhumita Kanungo representing the CE, would submit, since the treatment had already been completed and bill settled they could not make any claim before the Government for the said sum. Hence, question of refund would not arise.</p> <p>We are not at all impressed by the modified stand of the CE.</p> <p>It is true that the support came on a later date after discharge of the patient however, the support came for a definite purpose for which the patient had been admitted at the CE. Since the support was not available on</p>
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the day of discharge the patient had to make arrangement for the fund. Now that the support has come from the Government the CE must accept the money from the Government, if not already done and pass on the benefit to the father of the child who had undergone surgery at the CE.

The entire process must be completed at once so that the family gets the benefit at the earliest.

The complaint is disposed of accordingly.

Sd/-  
The Hon'ble Chairperson

Sd/-  
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-  
Dr. Maitrayee Banerjee– Member

Sd/-  
Smt Madhabi Das – Member