

6
Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: WBCERC/PAB/14/2026-27

Mr. Avijit Kundu Complainant

vs

Mission Hospital, Durgapur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	10/06/2026	The complaint would relate to a case of simple pneumonia. The patient was admitted at MICU at about 4.15 pm. After a long wait the complainant was asked to give consent for ventilation. However, the ventilation was not required as the patient could response to MIV procedure. The patient was ultimately discharged after cure. The complainant would contend, he gave


Case Reference: WBCERC/PAB/14/2026-27



a letter of request for discharge. The concerned doctor did not sign the discharge memo advising medicines to be administered after discharge of the patient.

The concerned doctor present online, has interaction with our esteemed medical member Dr. Sukumar Mukherjee. Dr. Mukherjee is of the opinion, it was a case of simple pneumonia of a 81 years old ex-smoker, non diabetic patient. The patient could response through MIV. Hence, it was not necessary to go for ventilation.

This question would require appropriate scrutiny by a body of expert.

The complainant would be free to



approach appropriate forum for the same.

The patient was admitted through a medi-claim policy where we find, the TPA disallowed Rs. 6,821/- on account of dengue test. According to TPA, it was superfluous.

Dr. Partha Paul, representing the CE, would submit, the patient came with history of fever and to exclude possibility they had gone for the test.

Even if we give full credence to what Dr. Paul would say, it would be the responsibility of the CE to convince TPA for sanctioning the said sum. Once the TPA disallowed the amount CE would not be



entitled to recover the said sum.

Medicines and consumable amounting to Rs. 25,822/- would attract 20 per cent discount amounting to Rs. 5164/-.

We direct the CE to pay Rs. 11,985/- to the complainant on sharing of his bank details.

The complainant is directed to share his bank details with the CE so that the money is transferred to his account at once.

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 <i>Authenticated</i> <i>[Signature]</i> Secretary West Bengal Clinical Establishment Regulatory Commission
--	--	--	---