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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/NPG/130/2025-26

Mr. Subhadeep Ganguly Complainant

vs

R N Tagore Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	10/06/2026	The complaint would principally relate to medical negligence as well as billing. The matter was heard on August 22, 2025 when we had interaction with the treating doctor. However, we did not make any comment on the treatment protocol as it would be outside our domain. We also considered the bill of Rs. 22.5 lacs that was discounted by the TPA and the final amount came to Rs. 16.23 lacs out



of which the TPA sanctioned Rs. 13.23 lacs and the complainant had to pay Rs. 3 lacs.

The complainant would contend, high value medicines had been administered without his consent. In fact he is not sure whether those medicines were actually prescribed by the doctor and used by the nursing staff.

We requested the Director Health Services to form a Committee to go into the records to find out the veracity of the complaint and the rival assertions of the CE. However, despite reminder being sent we have not been able to get a report from the Director Health Services.

The complainant would pray for final disposal of the issue at an early date.

Despite waiting for the Committee to submit a report the matter is kept pending without any result.

We recall the part of the order directing Committee to be appointed by the Director Health Services.

We would hear the matter afresh restricted to billing issue on the next date to be communicated to the parties in due course.

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