

**THE WEST BENGAL CLINICAL ESTABLISHMENT  
REGULATORY COMMISSION.**

**Present: Justice Ashim Kumar Roy, Chairperson.**

**Dr. Makhan Lal Saha, Member.**

**Dr. Madhusudan Banerjee, Member.**

**Dr. Maitrayee, Banerjee, Member.**

**COMPLAINT ID: BAN/2018/000351**

**Mr. Gurudas Chakraborty.....Complainant.**

**-versus-**

**B.N. Agarwal Memorial Hospital & others.....Respondents.**

**Date of judgment: 11<sup>th</sup> September, 2018.**

**J U D G M E N T.**

In his letter of complaint, the complainant Gurudas Chakraborty made the following allegations,

After prolong treatment by Dr. S.K Basu, finally the daughter-in-law of the complainant conceived. Thereafter, on June, 19<sup>th</sup> 2017, Dr. Basu considering the sign and symptom of the patient advised her for admission at B.N Agarwal Memorial Hospital, Raniganj under him. On the next day, in the early morning she gave birth to a female child on caesarian section. Although he has no grievance against the Dr. S.K Basu and the treatment but it is his specific case the charges levied during her stay in the said hospital from 19/06/2017 to 24/06/2017 was exorbitant. The Nursing Home charged a total sum of Rs.6400/- for her stay in ward for one day and in cabin for five days, including charges for Nursing monitoring and fooding. In addition to that they charged for OT Rs. 1900/-, spinal anesthetic Rs. 250/-, dressing Rs. 100/-, and Rs. 20/- and Rs. 30/- for bio-medical waste and registration. Besides that the complainant has to spent Rs. 5000/- for medicine, USG, color doppler during her treatment for last ten months. It is complained that the expenses are too high and exorbitant and steps be taken to minimize the same for the treatment of the poor people, after examining whether charges were proper or not.



2. During the pendency of the hearing of the case, a letter was received from the complainant through E-mail. In the said letter addressed to the commission, the complainant conveyed that he has no grievance against the Doctor and is fully satisfied with the treatment and his only prayer is to ensure better treatment for the poor patients at a cheap rate.
3. After receipt of the said letter the office of the commission contacted the complainant over phone and the complainant reaffirmed his contentions.
4. Upon receipt of the compliant, a notice was issued against the clinical establishment. In the reply clinical establishment categorically denied the charge of overbilling or that the charges are high and exorbitant . It is their case that they only charged Rs. 8300/- from the patient party after given a discount of Rs. 580/- , which included total one day stay in ward and five days stay in the cabin. It is claimed that no charged was levied for the treatment of the newly born baby. It is their further case they are running their Nursing home under the management of Bhagwandas Biswanath Agarwal Charitable Trust and without making any profit.
5. On the date fixed for hearing, which was earlier notified to the complainant, he was absent and sent the aforesaid letter.
6. We have given our anxious and thoughtful consideration to the grievances of the complainant. We find such grievances are only baseless and not tenable. On close scrutiny of the charges levied for the treatment of the daughter-in-law of the complainant is not at all exorbitant and much less the charges in other Nursing Home.
7. This case has no merit and stands dismissed and closed.

Sd/-  
Dr. Makhan Lal Saha, Member.

Sd/-  
Dr. Madhusudan Banerjee, Member.

Sd/-  
Dr. Maitrayee, Banerjee, Member.

Sd/-  
Justice Ashim Kumar Roy  
Chairperson.

*Arshad Hasan Warsi*  
*11/9/2018*  
**ARSHAD HASAN WARSI**  
WBCS (Ex)  
Secretary  
W. B. C. E. R. C.