

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

Present: Justice Ashim Kumar Roy, Chairperson.

Dr. Sukumar Mukherjee, Member.

Dr. Makhan Lal Saha, Member.

Dr. Gopal Krishna Dhali, Member.

Dr. Maitrayee Banerjee, Member.

Smt. Madhabi Das, Member.

COMPLAINT ID: KOL/2018/000262

Mr. Rajib Sarkar.....Complainant.

-versus-

Columbia Asia Hospital & others.....Respondents.

Date of judgment: 11th September, 2018.

J U D G M E N T.

1. In the case at hand, the complainant submitted an online complaint. The only allegation that has been made was of overbilling, without any allegation of deficiency in patient care service on the part of the Clinical Establishment. However, the areas where the alleged overbilling took place have not been specified either in the complaint or during the hearing. There is no charge that the Clinical Establishment raised the bill on any account at a rate, more than that of the specified tariff. However, the members of the Commission, for ends of justice, very carefully perused the medical files including the bills to ascertain whether there was at all any overbilling or not.

2. The patient, an elderly person aged about 72 years, was admitted at Columbia Asia with shortness of breath and CRF associated with diabetes mellitus. He was admitted there under

Dr. D. Sarkar on 14.12.2017 and was discharged on 23.12.2017. During his stay in the hospital for 10 days, he was treated both at ICU and HDU.

3. It has already been noted that the complainant's case is one of overbilling and neither in his letter of complaint nor in his oral statement before the Commission no area has been identified, where such overbilling occasioned. However, Commission on its own initiatives, very meticulously examined the bills with reference to the room charges, charges for medical supplies and pharmacy, specialist consultation fees, admin charges, equipment charges etc but did not find any overbilling, except that in addition to charging for blood sugar procedure separate charges for lancet and glucostrips have been raised. We find for lancet and glucostrip extra charges were obtained from the patient party which is around Rs.2000/-.

4. In this matter, the complainant, in person argued his case. Now, considering the amount of extra charges levied as above and the efforts, harassment and the time spent for realizing the extra charge, according to us, if a sum of Rs.5000/- is awarded as compensation that would sub-serve the justice.

Sd/-
Justice Ashim Kumar Roy
Chairperson.

Sd/-

Dr. Sukumar Mukherjee, Member.

Sd/-

Dr. Makhan Lal Saha, Member.

Sd/-

Dr. Gopal Krishna Dhali, Member.

Sd/-

Dr. Maitrayee Banerjee, Member.

Sd/-

Smt. Madhabi Das, Member.

Authenticated
11/19/2018
ARSHAD HASAN WARSI
WBCS (Ex)
Secretary
W. B. C. E. R. C.