

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: KOL/2019/000580

Mr. Subrata Datta Complainant

vs

Fortis Hospital Limited..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	2.	13/06/2019	<p>The complaint would principally pertain to billing. There were 25 days stay in the hospital, mostly in CCU. The Establishment raised a bill of a sum of rupees ten lacs approximately. The petitioner paid a sum of Rs.3.05 lacs leaving a balance of Rs.7.21 lacs. At the time of discharge, when the Hospital Authority insisted for full payment the petitioner requested the Hospital Authority to reconsider the bill and after negotiation, the Hospital Authority gave discount of Rs.67,000/-. The Hospital Authority also took into account the Mediclaim Policy that was submitted by the patient party. After adjustment of the insurance amount and payment of a further sum of Rs.2 lacs the issue has been dissolved as we find from the letter dated January 19, 2019 signed by the petitioner. Since the issue has been dissolved by the parties at the time of discharge there would hardly be any scope for us to intervene on the financial aspect.</p> <p>The petitioner would also contend, there was deficiency in service of the paramedical staff. For personal care, the petitioner appointed</p>

private attendant through the hospital establishment. The petitioner is not satisfied with the service rendered by the private attendant. The petitioner would also raise the issue of presence of male staff in the female ward. These issues were not mentioned in the complaint. We grant liberty to the petitioner to write to the Hospital Authority directly on this score so that hospital could take care of such complaint and other patients do not suffer in future.

The petitioner has resentment with regard to services rendered by Dr. Basab Bijoy Sarkar. If the petitioner feels, such resentment would amount to medical negligence he would be at liberty to approach appropriate forum.

The complaint is accordingly disposed of.

Sd/-

Hon'ble Chairperson

Sd/-

Dr. Sukumar Mukherjee, Member

Sd/-

Dr. Madhusudan Banerjee, Member

Authenticated
[Signature]

ARSHAD HASAN WARSI
WBCS (Ex)

Secretary
West Bengal Clinical Establishment
Regulatory Commission
&
Joint Secretary
Health & F.W. Department