

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: HGY/2018/000513

Mr. Joydeb Konar Complainant

vs

Medica Superspeciality Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/05/2019	<p>We have heard the parties at length.</p> <p>The main grievance of the petitioner would relate to over billing as well as deficiency in treatment.</p> <p>The petitioner went to the Clinical Establishment for surgical implant that was unsuccessful. According to him, he was charged more than the amount that was given as estimate.</p> <p>Our medical experts in the panel are of the opinion; the complication in this type of surgery is rare but could happen in normal circumstance and it would require further surgery to rectify the complications. The Clinical Establishment would agree to remove the complication; however, the petitioner is not agreeable.</p> <p>We direct the West Bengal Health Department to extend medical support to the petitioner through the Orthopaedic Department of SSKM Hospital, free of cost.</p> <p>With regard to overbilling, we have deliberated in detail. Although the Clinical Establishment made a bill of Rs.1lac 73 thousand they have given rebate of Rs. 25,000/-. We would ask them to pay another Rs.30, 000/- as compensation considering the sufferings of</p>

the petitioner. Such payment may be made within a fortnight from the date.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Dr. Sukumar Mukherjee, Member

Sd/-

Dr. Gopal Krishna Dhali, Member

Sd/-

Dr. Makhanlal Saha, Member

Sd/-

Dr. Madhusudan Banerjee, Member

Sd/-

Dr. Maitreyi Banerjee, Member

Sd/-

Dr. Pradip Kumar Mitra, Member

Authenticated


ARSHAD HASAN WARSI
WBCS (Ex)
Secretary
West Bengal Clinical Establishment
Regulatory Commission
&
Joint Secretary
Health & F.W. Department