

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: NPG/2018/000511

Tapas Kumar Das Complainant

vs

ILS Hospital, Salt Lake (PROP. GPT HEALTH CARE PVT. LTD)..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	28/05/2019	<p>The petitioner would make a complain of overbilling as well as unhygienic condition in which the new born baby is carried through the passenger lift.</p> <p>The clinical establishment would deny both the charges.</p> <p>On the overbilling, it appears, the petitioner would rely upon the price chart that is available on the internet as on the date of admission whereas the clinical establishment would say, the said chart was revised since July, 2018 and the petitioner could not have got a screen shot in November, 2018. It was a price chart of March, 2018 that was updated long before admission of the patient. We do not wish to deliberate on this issue in detail, particularly when we find the issue is trifling in nature and the difference would be hardly Rs. 7,000-8,000. The petitioner would contend, he has not come here to get a refund. In such event, we direct the clinical establishment to pay a sum of Rs.10,000/- to Bharat Sevashram Sangha Hospital at Joka and file the receipt with the Commission within two weeks from date.</p> <p>On the other issue, we are really anxious when we find similar complaints are coming from other hospitals too.</p> <p>We direct the clinical establishment not to carry a new born with the visitors of the nursing home in the passenger lift. In case, there is no other dedicated lift for the patients to carry new born babies they must use the doctor's lift or earmark a</p>

		<p>dedicated lift for the said purpose.</p> <p>With this observation, the complaint is disposed of.</p> <p>We direct the Secretary of the Commission to communicate the last part of the order to the other clinical establishments that would deal with maternity cases.</p> <p>Sd/-</p> <p>The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Dr. Sukumar Mukherjee, Member</p> <p>Sd/-</p> <p>Dr. Madhusudan Banerjee, Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee, Member</p> <p>Sd/-</p> <p>Smt. Madhabi Das, Member</p> <p><i>Authenticated</i></p>
--	--	--

ARSHAD HASAN WARSI
WBCS (Ex)

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