

Office of the West Bengal Clinical Establishment Regulatory Commission  
1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.  
Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://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 trifle 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>

dedicated lift for the said purpose.

With this observation, the complaint is disposed of.

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.

Sd/-

The Hon'ble Chairperson

Sd/-

Dr. Sukumar Mukherjee, Member

Sd/-

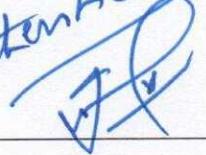
Dr. Madhusudan Banerjee, Member

Sd/-

Dr. Maitrayee Banerjee, Member

Sd/-

Smt. Madhabi Das, Member

*Authenticated*  


ARSHAD HASAN WARSI  
WBCS (Ex)

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