

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: HOW/2017/000264

Mr. Binay Kumar Patra..... Complainant

vs

Lansdowne Nursing Home..... Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|---|
| | 1. | 13/08/2019 | <p>The complainant is absent. He has sent a mail that he would not be in a position to pursue the complaint. However, we cannot be mere oblivion as to the original complain made by the complainant as to billing.</p> <p>The complaint would principally pertain to exorbitant doctor charges. The clinical establishment is represented. They are of the view, they have no control over the doctor fees and those are demanded by the visiting doctors and are to be paid through the Nursing Home. Hence, the Nursing Home would be entitled to recover the same from the patient party. We accept their explanation. However, we find some irregularities on that score, particularly with regard to RMO charges which we feel, should be included in the ICU charges itself. Similarly, in case of USG procedure, charges should be inclusive of the doctor charges who would do the procedure. The clinical establishment would submit before us, they have rectified their mistake and presently they are not charging</p> |



separately for Residence Medical Officer and the other infirmities that are pointed out by us, would be taken care of.

Showing good gesture, they would offer refund of Rs.9, 000 to the complainant. Dr. Sijo P. L., OM would pray for reasonable time to pay the said sum. Let them pay the same directly to the complainant by speed post by Pay Order within two weeks and submit a report of compliance to us immediately thereafter.

Sd/-

Hon'ble Chairperson

Sd/-

Dr. Sukumar Mukherjee, Member

Sd/-

Dr. Makhanlal Saha, Member

Sd/-

Prof. (Dr.) Debasish Bhattacharya, DME, Member

Authenticated

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