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/ 2018/000374

Amit Sen Gupta..... Complainant

vs

National Neurosciences Centre, Calcutta..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1. .	31/07/ 2019	The complainant initially filed the complaint principally with the grievance, he was charged Rs. 10,154/-as service charge that was disallowed by his insurance company. According to him, since he was paying regular medical bill there was no scope for service charge. On perusal on the affidavit filed by the Clinical Establishment we find , particularly from page 20 thereof, the hospital authority allowed discount of Rs. 1850/- and thereafter refunded the entire sum that was received by the complainant vide receipt dated June 8, 2018, that would take care of his initial complaint. The complainant has also filed further application before us raising issue pertaining to treatment:- i) The patient had to undergo lumber puncture without any

anaesthesia and that too, without considering the fact that she was taking Aspirin.

ii) Because of wrong medication the patient suffered Hypoglycemia for which the Endocrinologist had to treat the patient and the complainant had to spend Rs. 1, 800/-

iii) The patient was charged for ophthalmologist visit on two occasions charging a sum of Rs. 900/- each when patient was on bed.

We have heard the complainant as well as the clinical establishment. The treating doctor would show us the bed head ticket where from we find that the puncture was done under local anaesthesia. With regard to the issue of Aspirin, we are not competent to decide as to whether the doctor was rightly in not considering such medication. The treating doctor would, however, contend, it was considered

On the second and third issue we have been told by the clinical establishment since the patient was diabetic first one was a routine visit and the second time visit was due to complication referred to above.

With regard to ophthalmologist visit there was wrong recording of date, instead of February 6, 2017 it should be January 6, 2018. Secondly, it was not a case of bed side visit, the patient was sent to the ophthalmologist where she was treated.

We do not wish to go into such trifle issue. The amount involved herein would be Rs. 900/- in case of ophthalmologist and additional Rs. 900/- in case of Endocrinologist. We would direct the clinical establishment to refund Rs. 1,800/- to the complainant.

This complaint is disposed of accordingly.

Sd/-

Hon'ble Chairperson

Sd/-

Dr. Sukumar Mukherjee, Member

Sd/-

Dr. Madhusudan Banerjee, Member

Authenticated

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