

Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

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Case Reference: WMID/2019/000660

Shyam Sundar Das Adhikari..... Complainant

vs

Indus Nursing Home.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/11/2019	<p>The complaint would principally relate to billing. The complainant would allege, the patient was unnecessary detained in ICU to inflate the bill. However, he is not in a position to substantiate his complaint through any documentary evidence. There is no contemporary evidence produced by the complainant before the Clinical Establishment. We have examined the bill. The ICU bill is reasonable and we do not feel inclined to interfere on that score. However, the medicine cost, in our view, should have been reduced by giving appropriate discount particularly, the costly medicine which was charged at MRP.</p> <p>Justice would be sub served if we direct the Clinical Establishment to refund a sum of Rs. 5000/- to the complainant within a week from date.</p> <p>We hope and trust, the Clinical Establishment would be cautious enough in future so that such allegation do not recur.</p> <p>The complaint is disposed of accordingly.</p> <p>Sd/-</p> <p>The Hon'ble Chairperson</p>

			<p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Madhusudan Banerjee – Member</p> <p>Sd/-</p> <p>Sri S. K. Thade, IAS - Member</p>
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ARSHAD HASAN WARSI
WBCS (Ex)
Secretary
West Bengal Clinical Establishment
Regulatory Commission
&
Joint Secretary
Health & F.W. Department