

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: KOL/2019/000708

NPG/2019/000709/000710/000712/000713/000714

Pradip Kumar Saha..... Complainant

vs

Zenith Super Specialist Hospital (A unit of Jyostishman Multi Disciplinary Hospital Pvt.
Ltd).Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|---|
| | 2. | 24/12/2019 | <p>The complaint would relate to misbehaviour of the para medical staff as well as overbilling.</p> <p>The Hospital would contend, there was no contemporaneous complaint lodged by the complainant against misbehaviour. Hence it would be too late in the day to inquire into such complaint.</p> <p>On the billing issue, the complainant is candid enough to say, the Clinical Establishment billed a sum of rupees 5 lakhs. However, at the time of discharge on the prayer of the complainant the Hospital Authority gave a discount of Rs one lakh. The Insurance Company has also paid fifty thousand. The balance was paid by the complainant.</p> <p>In view of such discount, we do not find any further scope to interfere with the Bill. We caution the Clinical Establishment, they must keep a strict vigil on the para medical staff so that the complaint of the like nature does not recur in future. With this observation, we</p> |



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| | | dispose of the complaint. |
| | | Sd/- The Hon'ble Chairperson |
| | | Sd/- Prof. (Dr.) Sukumar Mukherjee – Member |
| | | Sd/- Prof. (Dr.) Makhan Lal Saha – Member |
| | | Sd/- Prof. (Dr.) Madhusudan Banerjee – Member |
| | | Sd/- Dr. Maitrayee Banerjee – Member |
| | | Sd/- Sri S. K. Thade, IAS - Member |

Authenticated
[Signature]

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