

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: KOL/2019/000637/638/639/640/641/642/643/644/645/

646/647/648/649/650/651

Akanksha Pandey..... Complainant

vs

Columbia Asia Hospital (A unit of Navketan Nursing Home)..... Respondent/  
Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	2.	05/02/2020	<p>The complaint would relate to principally medical negligence. There are billing issues too. On the last occasion, we enquired from the complainant whether she would be proceeding with the complaint at this stage when the Medical Council's decision is awaiting. However, she wants to proceed simultaneously. Hence, we directed exchange of affidavits.</p> <p>Today, we have heard the parties at length. Apart from the billing issue there are other issues that would indicate negligence on the part of the Clinical Establishment. However, those issues are overlapping and we intend to wait for a decision from the Medical Council.</p> <p>Pharmacy has charged 1.82 lakhs that should at least have ten</p>



percent discount that we generally allow in other cases. There are repeated tests involving additional expenses. There are charges for ICU expert. When the patient was in ICU we feel, the ICU consultant should not charge separately. Pertinent to note, it was not a case of referral. Moreover, on examination of the pharmacy bill, we find use of huge number of Noradrenaline that would need some justification

Considering the above issues, we intend to give a token compensation for Rs. 50,000/- to acknowledge and ameliorate the grievance of the complainant.

In case the complainant would succeed in her attempt before the West Bengal Medical Council she would be free to approach us again and in such case this amount of Rs. 50,000/- would be suitably adjusted against the final outcome.

With this direction, the complaint is disposed of. Such payment would be made within a period of fortnight from date.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member



Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Smt Madhabi Das - Member

*Authentic*  
*W.F.*

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