

Office of the West Bengal Clinical Establishment Regulatory Commission

1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

**Case Reference: INT/KOL/2022/012**

Ms. Sanchaita Dhara Dey..... **Complainant**

vs

Naryan Memorial Hospital..... **Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	24/01/2022	<p>Despite repeated attempts we could not ensure the presence of the complainant. The CE is present. We have perused the records. The patient was critically ill however, he came to the CE with the complaint of painful hematuria. The problem could be cured at the second establishment after three days of admission at the present CE.</p> <p>Doctors present at the panel, are unanimous of the view, the problem could have been solved at the present establishment had the problem been detected earlier for which the patient had to spend two days additional cost at the CE. Pertinent to note, hematuria could be controlled by simple adjustment of the Catheter at the second CE.</p>





We have perused the bill. We find, the CE has not discounted medicine and consumable as per our Advisory moreover, on three items they have charged excess on investigation. A total sum of Rs. 4,758/- has been charged in excess.

We feel, interest of justice would be sub-served if we direct refund of a sum of Rs. 20,000/- (lump sum) to the complainant on sharing of his bank details with the CE.

The CE is directed to file report of compliance with the Commission after refund of the said sum.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
*[Signature]*

ARSHAD HASAN WARSI  
Secretary  
W.B.C.E.R.C.