

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/HGY/2022/016**

Mr. Sunil Kr. Pal ..... Complainant

vs

Serampore Surgical Nursing Home And Re-life Nursing Home, Hindmotor.....

**Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	07/02/2022	<p>It is an unfortunate case where a young man of 31 years died of covid. His unfortunate father has came up before us questioning the treatment protocol that would be outside our domain. He has also raised issue with regard to billing.</p> <p>Two CE were involved in the process. Despite repeated requests the first CE deliberately concealed the bill with us. Only, in course of hearing, they have sent a copy of the summary bill that would have no breakup. In course of hearing they would admit, they have charged the medicine and consumable at MRP violating our advisory.</p>





		<p>So far as the second establishment is concerned, the patient was admitted for two days however, he was charged for three days. Here also, medicine was charged at MRP. RMO visit was separately charged.</p>
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We direct refund of Rs. 7,078/- in case of the first establishment being Serampore surgical Nursing Home and Rs. 5,818/- in respect of second establishment being Re-Life Nursing Home.

Since it is first default we are not inclined to impose any additional penalty on the Nursing Home referred to above, for violation of our advisory. We caution them, in future if we find such complaint we would be heavily penalising them.

Before parting with, we express our strong displeasure as to the conduct of first Nursing Home who deliberately concealed the bill, as observed hereinbefore. We impose a penalty of Rs. 5,000/- directing the first Nursing Home to deposit with the Commission office within two weeks from date.





The complainant is directed to share his bank details with both the CEs so that money could be immediately transferred to his account without any delay.

We grant liberty to the complainant to approach the appropriate authority questioning the treatment protocol. In case he is successful therein he would be at liberty to approach us again for appropriate relief.

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*

*W. B. C. E. R. C.*

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