

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2022/023

Mr. Kisholoy Roy Complainant

vs

Mohan Clinic..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	09/02/2022	<p>The complaint would relate to logistic deficiency. The complainant would contend, while the patient was in ICU the AC was on that created discomfort to the patient. In addition, fan was on creating more discomfort.</p> <p>The CE has explained the situation. According to them, they maintained the temperature in the ICU at 27 degree centigrade as per standard medical protocol. The fan was switched on for 2-3 minutes only to help the bad odour coming out of any patient while attending the nature's call in the bed itself, to avoid further discomfort to the other patients.</p> <p>The justification would sound logic. We do not wish to interfere. However, we cannot shut our eyes when we</p>



find that the patient was billed in excess violating our Advisories. On that count, Rs. 7,980/- should be refunded to the complainant.

The complainant is directed to share his bank details with the CE so that money could be refunded to him at once.

The complaint is disposed of.

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/-

Smt Madhabi Das – Member

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