

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/NPG/2022/030

Mr. Narayan Chandra Sarkar Complainant

vs

Greenview View Clinic Pvt. Ltd..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	23/02/2022	<p>This complaint would have a peculiar complication for which the patient party had to suffer a pecuniary loss.</p> <p>The patient was admitted under Swastha Saathi. The CE would contend, they did not have infrastructure to treat a covid positive patient. After covid test was done and the patient was found to be covid positive they contacted CMOH and transferred the patient to higher setup. Since the total duration stay was less than 24 hours they could not get any approval from Swastha Saathi Department. As a result, the patient had to pay Rs. 15,763/-.</p> <p>We have examined the bill. There has been blatant violation of our Advisory where medicine has been billed</p>



at MRP. LFT has been charged at Rs. 800/- where our tariff would permit maximum Rs. 700/-.

For the fault of the CE the patient party had to suffer unnecessarily. We direct payment of compensation of Rs. 10,000/- to the complainant that may be paid to him on sharing of his bank details.

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
[Signature]