

Office of the West Bengal Clinical Establishment Regulatory Commission  
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Case Reference: INT/KOL/2022/054

Ms. Jennifa Choudhury ..... Complainant

vs

National Neuroscience Centre..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	11/03/2022	<p>This complaint would mainly relate to medical negligence as well as hospital negligence and billing. Medical negligence would be outside our domain. We permit the complainant to approach the appropriate authority for the same.</p> <p>We have carefully examined the bill. The bill would have two parts. The CE has charged in excess Rs. 65,129/- by not giving discount on consumable to the extent of Rs. 868/- and leveying service charge to the extent of RS. 64,261/- . They have also out sourced a part of the medicine and used infrastructure of another CE housed in the same building. On that count, Rs. 49020/- was charged in excess that would take us to an</p>

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aggregate sum of Rs. 1,14,149/-. We have shared our calculation sheet with the parties.

We direct the complainant to share her bank details with the CE so that the money could be transferred to her account directly.

There is one more unpleasant issue raised by the complainant which was hinted in the complaint without any documentary support. The complainant would contend, since she was complaining about costly medicine supplied at MRP. the CE permitted her to purchase medicine from outside, however, they introduced someone and insisted that the patient party should purchase medicine through him. To support her contention, she would rely upon records to show that medicine purchased from outside at Rs. 1900/- had to be returned as the concerned doctor declined to accept the same and insisted on purchase of the same medicine from the concerned person introduced by them. In the process, the complainant had to spend more.

The allegation is very serious. Mr. Mitra, representative of the CE, would however, deny such assertion of the complainant. He would assure us, in case necessary records are provided to them by the complainant they would definitely investigate into the same and bring such complaint into a logical conclusion upon intimation to the complainant as well as Commission.

The complainant is directed to share photo copy of the documents that she would rely upon to support her contention, with the CE to facilitate enquiry referred to above.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Membe

Sd/-

Smt Madhabi Das – Member

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*Authenticated*

*[Signature]*

Secretary

West Bengal Clinical Establishment  
Regulatory Commission