

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2022/103

Mr. Pravat Kumar Datta..... Complainant

vs

Woodlands Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/05/2022	<p>The complaint would relate to billing. The patient was admitted three times, initially in 2020 thereafter twice in the year 2021 (lastly on October 3, 2021). The patient breathed her last few days after discharge on her third admission.</p> <p>We do not wish to go into the issue of billing in case of first admission however, the second and third admission would definitely come under scrutiny to find out whether our advisories are followed or not. On perusal, we find that both the bills were inflated in blatant violation of our advisory.</p> <p>Dr. Saptarshi Basu representing the CE, would contend, the CE extended best of medical service to the</p>

and

[Signature]

		<p>patient without any complain. However, he has no plausible explanation as to why the Advisories are not followed.</p> <p>On scrutiny of the bills, we find a sum of Rs. 24,476/- and Rs. 31,815/- respectively charged in excess. The detailed breakup has already been shared with the CE.</p> <p>We direct refund of the amount that has been charged in excess aggregating to Rs. 56,291/-.</p> <p>The complainant is directed to share his bank details so that money could be refunded to him by bank transfer.</p> <p>In the past, at least on five occasions we cautioned the CE on inflated billings. It appears that CE is oblivion on the issue.</p> <p>Since there are repeated violations we impose a penalty of Rs. 1 lac on the CE that to be paid to the Commission within a period of two weeks from date.</p> <p>The complaint is disposed of.</p> <p>Sd/- The Hon'ble Chairperson</p>
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