

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2022/112

Mr. Chandan Kumar Pal..... Complainant

vs

CMRI..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	18/05/2022	<p>The complaint would principally relate to medical negligence where the treating team failed to recognise the real cause of the ailment that was ultimately turned out to be Ovarian Cancer.</p> <p>The experts on the panel, are unanimous of the view, the treating team should have given due care to the CEA result and should have gone for CT Abdomen at the earliest stage.</p> <p>The medical issue is outside our domain. We refrain from going into the same any further and leave it open to the patient party to approach the appropriate authority in this regard.</p>



		<p>The patient was treated conservatively. There had been two admissions totalling about one month. She was billed about seven lakhs. TPA cleared the first bill leaving a small amount which the patient had to pay. However, in case of second admission the patient party had to pay Rs. 2,55,000/- amounting to seventy five percent of the total bill.</p>
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We have examined both the bills. Both of them were prepared in blatant violation of our advisory. The representative from the billing department, would however try to defend the bills on the ground, they prepared the bill as per TPA agreement. However, she has no plausible explanation as to how the second bill could be prepared on the basis of TPA agreement when the patient party had to pay seventy five percent of the total bill.

Times without number, we have clarified, in case a patient is admitted under TPA CE is obliged to review the bill after TPA settlement to the extent, patient party had to pay meaning thereby, the portion for which the patient



party had to pay they would be considered as a cash patient and our Advisory must be made applicable to such extent.

We direct the CE to revise the bill in terms of the observations made by us hereinbefore and pass on the excess amount to the complainant on sharing of the bank details by the complainant.

The complaint is disposed of accordingly.

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

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

Authenticated  
