

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/NPG/2022/122

Mr. Amit Mondal..... Complainant

vs

ECO Hospital & Diagnostics Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	13/06/2022	<p>The complaint would relate to three issues pertaining to West Bengal Health Scheme.</p> <p>The complainant's wife was admitted at the nursing home. At the time of admission, the complainant agreed to pay the differential price of the upgraded cabin that he was asking for. Pertinent to note, he was not entitled to private cabin as per his service condition hence, the complainant agreed to pay the differential charges that the CE did not agree according to the WBHS rate.</p> <p>Secondly, the complainant would have grievance against attendant charges that the hospital asked him to pay.</p>



The new born was having some pathological investigation and the complainant had to pay it for the cost.

With regard to the first issue, we feel, the complainant is under misapprehension. The complainant was entitled to a particular category of bed and asked for up-gradation on payment of the differential, however, he wanted to pay for the differential by treating the upgraded cabin as per the tariff fixed under the WBHS. The complainant was entitled to a particular bed for which he was charged at the rate of Rs. 1,200/- hence, the upgradation must be considered as a cash patient and the hospital has rightly charged the normal bed charges applicable for cash patient for the upgraded cabin and realised the differential. We do not find any scope of interference on that score.

On the second issue, we give liberty to the complainant to approach the appropriate Department under the State for reimbursement of the attendant



charges if he is so entitled to under the scheme.

The new born test cost should not have been realised from the complainant. It was a part of the treatment hence, the hospital is directed to refund the said sum to the complainant with liberty to include the same in the bill to be sent to the government under the WBHS.

With these directions, the complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

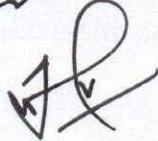
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission