

Case Reference: INT/KOL/2022/129

Ms. Pialy Ray Biswas Complainant

vs

Love-Bailey Nursing Home & CMRI Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	04/07/2022	<p>This complaint would relate to post surgical complication in a case of rectum abscess. The complaint would reveal, the patient was admitted at the first CE (Love Bailey) on December 30, 2021. There had been complication that could not be managed at the first CE. The patient was shifted to higher set up being the second CE where the curative surgery was done.</p> <p>The complainant would raise issue with regard to the treatment protocol as against the first CE.</p> <p>The complainant may approach appropriate authority against the treating doctor and if she is successful therein she would be at liberty to approach us afresh.</p> <p>In course of hearing, the medical experts on the panel</p>



Secretary
West Bengal Clinical Establishment
Regulatory Commission

would raise issue with regard to the designation of the concerned doctor who describes himself as "visiting surgeon" in his letter head. According to the medical experts, the qualification, he is having, would not authorise him to write as such. The concerned doctor would submit, he was not aware of the same henceforth, he would remove this from his letter head. We record his statement.

The first CE billed Rs. 33,900/-. The complainant paid Rs. 10,000/-. The concerned surgeon who is the proprietor of the Nursing Home, would agree to accept the same in full and final settlement.

Although the complainant has no grievance as against the second CE on perusal of the bill, we would find, there had been excess billing. Mr. Ayan Chatterjee, representing the CE, would submit, excess amount would be refunded back to the complainant to the extent permissible.

The total bill was Rs. 3,59,308/- out of which 58 percent was cleared by TPA and the complainant had to



Secretary
West Bengal Clinical Establishments
Regulatory Commission

pay 42 percent of the same. On that score, a sum of Rs. 11,000/- is payable. Let the CE pay him back Rs. 11,000/- .

The complainant is directed to share his bank details with the CE.

The complaint is disposed of accordingly.

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
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]