Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: INT/KOL/2022/159

Mr. Sanjit Das..... **Complainant**

vs

ILS, Saltlake and AMRI, Saltlake..... **Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	31/08/2022	We have heard the complainant at length. On our request, Dr. Runa Bal, HOD Gynaecology, NRS Medical College and Hospital is present to assist us to decide on the complaint. The complaint would reveal, the patient was admitted in ILS Salt Lake for laparoscopic cystectomy. Although the surgery had been uneventful there was post-surgical complication that ultimately resulted in a pulmonary embolism. The patient became critical. She was subsequently transferred to AMRI, Salt Lake where she breathed her last after prolonged treatment. The experts present at the panel, are unanimous of the opinion, to decide on the question one has to look into the

			treatment protocol that would be outside our domain. It would be fruitful to us in case an appropriate authority would decide on the treatment protocol as to whether there had been any medical negligence or not. The complainant would be free to approach the appropriate authority questioning the treatment protocol. If he is successful therein he would be at liberty to approach us afresh on the issue for appropriate relief as against both the CEs. Although no specific complaint has been raised on financial issue we cannot shut our eyes when we would find, both the CEs have billed the patient excessively. ILS, Salt Lake has shared its bill only yesterday evening hence, the Commission could not consider the same in detail. We direct a flat discount 20 per cent amounting to Rs. 22,800/-. We have considered the other bill raised by AMRI, Salt Lake where we would find, a sum of Rs. 1,71,735/- has been charged in excess. Rs. 23,492 has already been

discounted leaving a balance sum of Rs. 1,48,243/-. There had been partial payment by TPA compelling the patient family to pay 34 per cent of the bill. Considering the same we direct payment of Rs. 50,400/- as proportionate refund.

The complainant is directed to share his bank details with both the CEs so that money could be transferred to his account at the earliest.

With the above direction, 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

Secretary
West Bengal Clinical Establishment
Regulatory Commission