

Case Reference:INT/KOL/2022/168

Mrs. Sangita Bandyopadhyay..... Complainant

vs

Fortis Hospital..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	21/09/2022	<p>This complaint would principally relate to Medical Negligence. The complainant would question treatment protocol of her husband who breathed his last while undergoing treatment at the CE.</p> <p>Medical negligence is outside our domain. The complainant has already approached the appropriate authority. Let her pursue the same before the said forum.</p> <p>We grant liberty to the complainant to approach us afresh in case she is successful therein.</p> <p>There had been admission on two occasions; the first one was from August 12, 2022 to August 19, 2022 and the second one was in September 2022. Unfortunately, we did not have the opportunity to examine the second bill. The first bill was cleared under TPA who approved forty</p>






four percent of the total bill hence, the complainant had to pay fifty six percent of the first bill. However, second bill was cleared fully by cash payment made by the complainant. Although there was no specific complaint as to the billing, as we do in all cases, we have examined the first bill that is before us. We find, there were excess charges to the extent of Rs. 19,609/-. Fifty six percent of the said excess amount would amount to Rs. 10,976/-. We round it off at Rs. 11,000/- and direct the CE to pay the said sum at once.

Mr. Biswas representing the CE would contend, the money would be refunded on sharing of the bank details by the complainant.

In deference to the desire of the Commission, Mr. Biswas would assure, they would review the second bill in terms of the Advisories issued from time to time by the Commission and recalculate the net amount. In case any amount is found to be payable as refund they would immediately pass it on to the complainant.

The complaint is disposed of.





			<p>Sd/-</p> <p>The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p>
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*[Signature]*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission