

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:INT/KOL/2022/171

Mr. Indranath Dawn..... Complainant

vs

Fortis Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	21/09/2022	<p>This complaint would pertain to a patient under WBHS. The complainant would contend, he is fully satisfied with the treatment that was given to his mother by the treating doctors. However, he has been charged a substantial amount on account of consumable that would be exorbitant.</p> <p>Since, the complaint would pertain to WBHS we have requested Mr. Tarak Mondal, representative of Finance Department, Medical Cell to be present online.</p> <p>Mr. Mondal would inform us, although the CE has charged Rs.15,102/- on account of consumable the authority allowed Rs. 11,005/- on such count that would be the responsibility of the complainant.</p>

Mr. Sahin Biswas, representing the CE would admit, he has already received necessary direction from the Department and they are preparing to refund the balance sum of Rs. 4,097/-.

We direct the complainant to share his bank details so that the money could be refunded to his account at the earliest.

Before we part with, we would express our dissatisfaction the way the consumables have been requisitioned.

The Nursing Officer is present online. She would assure us, there would not be any recurrence in the like nature in future.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authentic
Secretary
West Bengal Clinical Establishment
Regulatory Commission