

Case Reference:INT/KOL/2022/173

Ms. Anjna Bahl..... Complainant

vs

Belle Vue Clinic..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	23/09/2022	<p>We have heard the parties at great length.</p> <p>The complaint would be two fold in nature; one would relate to bed sore or wound that the patient is now having at his buttocks and the other one would relate to billing.</p> <p>The CE is also having serious complaint against the complainant and / or patient family.</p> <p>According to the CE, it is a game plan of the patient family to get rid of the financial responsibility. At the time of admission, they declared that they would be having a medical policy of Rs. 5,00,000/-. Ultimately, it turned out to be for Rs. 2.5. lakhs.</p> <p>The bill has come to around Rs. 10,00,000/- today.</p>



The complainant would say, he would not be in a position to pay off the same, he can at best pay Rs. 5,000/-per month as instalment.

Mr Suranjan Ghosh, representing the CE, would contend, the complainant is vice-president of a private bank. The complainant would contend, he is now posted at Ahmadabad .

On the bed sore issue, the complainant has referred to various pages of the medical records to show there were interpolations.

We permit him to share hard copy of the documents that he has screen shared with us today at the virtual hearing, by Monday next.

We reserve our judgment on the bed sore issue as we feel, those documents would be necessary for our scrutiny.

The patient has already been discharged by the treating doctor on September 18, 2022. The CE would contend, despite repeated requests, the family is not taking back the patient.



We have heard Mr. Bahl on the billing issue . It is very difficult for us to resolve the issue right now unless and until there is a definite assurance on the part of the complainant that he would pay the exact amount that we would adjudicate after scrutiny.

The CE already approached the police administration for help with a copy to us.

We have asked Mr. Bahl, the complainant, to take a decision on the issue.

After long deliberations, he has agreed to pay Rs. 1.5 lakhs incourse of the day and pay Rs. 1 lakh by a post-dated cheque, with an assurance, it would be honoured on expiry of a month.

On such assurance, the CE is directed to release the patient.

Mr. Ghosh would have objection. However, we wish to take a pragmatic approach to come out of the complex situation narrated above.

TPA already cleared Rs. 2.25 lakhs. Mr. Bahl would pay Rs. 1.5 lakhs in course of the day. He would



also pay further sum of Rs. 1 lakh by a post dated cheque drawn by him being dated October 22, 2022 with an assurance, it would be clear on the day of presentation.

The patient may be released immediately on payment of the aforesaid sum as well as handing over of the cheque mentioned above.

In default of payment of Rs. 1.5 lakhs or handing over of cheque of Rs. 1 lakh as directed above, the patient shall not be released and the CE would be at liberty to take steps in accordance with law.

In case the cheque of Rs. 1 lakh is dishonoured for non-payment, the CE would be entitled to take appropriate steps in accordance with law.

The judgment is reserved.

We would also scrutinise the bill and decide on the same.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

			<p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- SmtMadhabi Das – Member</p> <p><i>Authenticated</i></p> <p><i>[Signature]</i> Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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