

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/KOL/2022/198**

Mr. Suman Das ..... **Complainant**

**vs**

Life Line Diagnostic Centre Cum Nursing Home..... **Respondent/  
Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	16/11/2022	<p>The complaint would relate to medical negligence as well as billing.</p> <p>Despite notice and repeated phone calls the CE is absent hence, we are constrained to hear the matter in their absence.</p> <p>Medical negligence would be outside our domain. Let the complainant approach the appropriate authority. In case he is successful therein he would be at liberty to apply afresh.</p> <p>We have examined the bill. The patient was admitted on May 1, 2021 at 11.40 pm and she died on the very next day at about 3.30 pm hence, the patient was there</p>





less than a day, yet, she was charged for two days bed charges. On that count, a sum of Rs. 9,000/- has been overcharged.

There is no scope for service charge. On that count, a sum of Rs. 1800/- has been overcharged.

The CE has not discounted medicine and consumable. A sum of Rs. 1,920/- as discount is payable.

In reply, the CE would contend, Dr. Asif Ikbal visited the patient twice whereas Dr. Monjur Alam the concerned RMO attended the patient three times. They have charged Rs. 3,000/- (1500x2) on account of Dr. Asif Ikbal and Dr. Monjur Alam Rs. 2,000/- hence, according to the response, doctor charges should be Rs. 5,000/- whereas in the bill, they have charged Rs. 6,000/- on account of Dr. Ikbal and RMO Rs. 2,000/-.

When a patient is admitted in the nursing home/hospital he/she is entitled to free RMO service hence, Rs. 2,000/- on account of RMO charge is disallowed.





On account of doctor fees Rs. 5,000/- has been overcharged that would ultimately amount to Rs. 17,720/-

We direct the complainant to share his bank details with the CE.

CE is directed to transfer the said amount positively within a week from the date of sharing of the bank details.

CE is also directed to submit a written undertaking positively within a week from date to the effect that henceforth, they would adhere to the advisories in their true letters and spirits.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

*Authenticated*  
*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission



			<p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p>
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