

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/MUMBAI/2022/209**

Ms. Keya Basu Roy ..... **Complainant**

**vs**

AMRI, Dhakuria..... **Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	29/11/2022	<p>The complaint principally relates to treatment protocol.</p> <p>Patient being very frail with multiple co-morbidity, was admitted for about two months. Almost the entire stay was at the ICU being ventilated.</p> <p>The complainant, daughter of the deceased, would question the treatment protocol. In short, she would really contend, had the criticality of the patient been properly explained to her as a non-medical person, she might not have gone to such an extent of invasive treatment prolonging the death of the unfortunate patient.</p> <p>We have heard Dr. Tirthankar Bagchi representing</p>



the CE. We have carefully listened to the treatment protocol from Dr. Swasati Sinha who was the lead doctor. The Critical Care Expert Dr. Todi is also present online. Although the complainant would raise medical issues we carefully avoid discussing those being completely outside our domain.

The complainant would contend, she was having a corporate medi-claim policy covering Rs. 22,00,000/-. She would believe, unnecessarily the treatment was prolonged just to cover up the medi-claim policy. Pertinent to note, the bill shoot up to Rs. 26,00,000/-. The CE discounted the bill to the extent of Rs. 54,355/-. TPA sanctioned Rs. 22,00,000/-. Ultimately the complainant had to pay Rs. 2,64,295/-. Even after prolonged treatment, the patient could not come back. He breathed his last on October 12, 2022.

We wish to approach the case from a different angle.

We feel, when despite such prolonged treatment and that too, a costly one, the patient could not recover from



illness and ultimately breathed his last at the CE, CE should have been more compassionate in realisation of the bill.

Interest of justice would be sub-served if we direct refund of further sum of Rs. 64,295/- to the complainant.

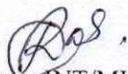
Dr. Bagchi immediately agrees to our proposal in deference to the desire of the Commission and would assure us, as and when the bank details are shared the money would be refunded to her as directed.

We appreciate the gesture shown by the CE.

We direct the complainant to share her bank details with the CE so that money could be directly transferred to her.

We abundantly make it clear, such payment of discount would not debar the complainant to ventilate her grievance restricted to the medical issue at the appropriate forum if she so desirous.

The complaint is disposed of.



			<p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/- Prof. (Dr.) MakhanLal Saha – Member</p> <p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/- Smt Madhabi Das – Member</p>
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*[Signature]*

Secretary  
West Bengal Clinics Establishment  
Regulatory Commission

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