

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT.MA.2023-019

Dulal MandalComplainant

-Vs-

Dishari Health Point Pvt. Ltd.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1	07/02/2023	<p>A young boy of 11 years was admitted at the Clinical Establishment on September 06, 2022 for emergent surgical procedure, at Dishari Health Point Pvt. Ltd as advised by the concerned surgeon at his chamber. The surgery was done on September 20,2022. The complainant contends that the CE declined to extend the benefit of Swasthya Sathi and ultimately the total cost of treatment amounted to Rs. 2.30 Lakh.</p> <p>Mr. Kuntal Sinha, representative of the CE, denies the allegation. According to him, the concerned patient did not require any critical care treatment</p>



during post operative period. The bill was raised for Rs. 41,660/- that was discounted for Rs. 1000/- amounting to Rs. 40,660/-Hence the claim of Rs. 2.30 Lakh is without any basis.

On Swasthya Sathi issue, Mr. Sinha would contend that card was produced beyond 24 hours of admission hence, could not be accepted.

The complainant would insist, the card was produced in due time. However, CE declined to entertain the same. Since the emergent surgery was advised by the Doctor the complainant had to admit the patient on cash basis.

We have considered the rival contentions. We have examined the records produced by Mrs. Roma Mandal, mother of the child. We also find that apart from Rs. 41,660/- she spent Rs. 5900/- for CT Scan and Rs. 1100/ for Chest X Ray. The medicine bills produced, would amount to Rs. 15056/-.

The total amount would come to Rs. 62,716/-
Mrs. Mandal would contend that she had to pay
Rs. 43,000/- to the concerned Surgeon in cash.

The amount paid in cash directly to the Surgeon
would have no nexus with the CE

In course of hearing, Mr. Sinha voluntarily
agrees to give a further discount of Rs. 15,000/-.

We find it fully appropriate.

Mrs. Mandal would insist on a higher amount
that we find unjustifiable.

Mr. Sinha would pay the agreed amount within a
month from date. Mrs. Mandal would share her
Bank Account details so that money can be sent
to her account.

The complaint is disposed of accordingly.

			<p>Before parting with, we would be glad to record that this complaint has been received at the office of the CMOH, Malda. The complaint is disposed of at Malda Collectorate office today after hearing the concerned parties as a part of an initiative taken by the Commission to bring justice at the doorsteps of the people at large and mitigate the sufferings of common man to the fullest extent.</p>
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Chairperson, WBCERE

(sd)

Maitrayee Banerjee
Member

(sd)

Maitabi Das
Member

Authenticated

8/2/2023
Secretary,
West Bengal Clinical Establishment
Regulatory Commission