

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference:INT/KOL/2023/037**

Ms. Arpita Basu..... **Complainant**

**vs**

Fortis Hospital.....**Respondent/ Respondents**

**ORDER SHEET**

| Office Note | Order No. | Date       | Order  |
|-------------|-----------|------------|--|
|             | 1.        | 13/03/2023 | <p>The complaint would relate to behavioural issues as well as billing.</p> <p>The complainant would contend, she is a regular visitor of the CE for her treatment. On the fateful day, she went for check-up for Eco Cardiography. Male technician did the procedure, despite her objection no female technician was provided for. There was further irregularity in respect of mammography report however, that was taken care of when pointed out to the concerned doctor.</p> <p>We direct the CE to be cautious enough particularly, when examining or doing any procedure in</p> |





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|  |  | <p>case of female patient so that her modesty is duly honoured.</p> <p>We direct the CEO of the CE to send a letter of regret and apology to the complainant.</p> <p>They should also take care of the deficiency in mammography report as pointed out in the complaint.</p> <p>We have examined the bill. She has grievance with regard to rates of examination. We find that LFT has been charged Rs. 1,595/- in excess of the rate prescribed by the Commission. On the other examinations, we are yet to fix any rate. We leave it to the CE to give a complete relook to the same to ameliorate the grievance of the complainant as well as patients visiting the hospital.</p> <p>The complainant is directed to share her bank details with the CE so that the said amount of Rs. 1,595/- is refunded to her account.</p> <p>The complaint is disposed of accordingly</p> |
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|  |  |  | <p>Sd/-</p> <p>The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr.Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Sri S. K. Thade, IAS (Retd) – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p><i>[Signature]</i></p> <p>Secretary<br/>West Bengal Clinical Establishment<br/>Regulatory Commission</p> |
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