

Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

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Case Reference: INT/KOL/2023/077

Mr. Pronab Kumar Saha **Complainant**

vs

Narayan Memorial Hospital..... **Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	15/05/2023	<p>The complaint would relate to billing, improper treatment and other services. Treatment protocol is outside our domain. The complainant has mentioned about other services that would have an overlapping effect on the medical negligence. Hence, he would be at liberty to approach the appropriate authority on that score.</p> <p>We have examined the bill. We find a sum of Rs. 17, 229/- charged in excess. We have shared our calculation with the parties through Whatsapp.</p> <p>We direct the complainant to share his bank details with the CE so that CE would refund the said sum within</p>

a week from date.

This bill is a classic example of blatant violation of our Advisories. Since such irregularity has come to our notice first time we do not wish to impose penalty. We caution the CE to see that there is no such recurrence in future.

We direct the CE to donate Rs. 40,000/- to Bodhana, Home for the Mentally retarded Children at HFPQ + 2C3, International Financial Hub, New Town, Kolkata-700156.

CE would be at liberty to use this payment under Corporate Social Responsibility for appropriate tax benefit.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

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