

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/MAL/2023/083

Mr. Joy Mridha Complainant

vs

Narayana Multispeciality Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	15/05/2023	<p>The patient was admitted under Swasthya Sathi Scheme with the history of pancreatitis tumour that later on transformed into carcinoma. The patient ultimately breathed his last.</p> <p>The patient was admitted under Swasthya Sathi Scheme. After exhaustion of the entire limit of the Rupees. five lakhs under the scheme the patient was transferred to cash mode and the CE billed a sum of Rs. 2,68,580/-. The CE also granted discount to the extent of Rs. 1,11,188/- compelling the patient family to pay Rs. 1,57,392/-.</p> <p>The complaint would contend, proper counselling</p>



was not done by the concerned treating doctor. When the ERCP was done the treating doctor assured that the patient would recover soon. The patient family ultimately came to know about carcinoma after the biopsy report was given to them after the surgery. They came to know that the patient was having third stage cancer.

This part would relate to medical negligence that would be outside our domain.

The complainant has also grievance that the CE assured that the entire treatment would be under Swasthya Sathi mode. They were not prepared for cash mode. They had to muster resources to pay the bill.

We have examined the bill. We find a sum of Rs. 1,24,020/- charged in excess. We have shared our calculation with the parties.

CE gave a discount of Rs. 1,11,188/-. The family had to pay the balance sum of Rs. 1,57,392/-.

We direct refund of a further sum of Rs.12,832/- that is still found to be in excess.

Mr. Rakshit, representing the CE would assure, as

soon as the bank details are given they would transfer the amount to the proper person.

The complainant claims, he paid the entire bill.

Let him share his bank details with the CE so that CE could transfer the amount to him.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticate

Secretary
West Bengal Clinical Establishment
Regulatory Commission