

Case Reference: INT/WMID/2023/070

Mr. Radha Ballav Gharai Complainant

vs

Rameswara Nursing Home, Kolkata..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/05/2023	<p>This complaint would relate to billing.</p> <p>The patient was having acute pain abdomen. The complainant approached Body Care Diagnostics Centre for ultrasound examination. The USG report suggested appendicitis. The complainant requested Mr. Manna, an employee of the diagnostics centre, to arrange for immediate treatment of his son. As per the advice of Mr. Manna, he approached Dr. Dabriwal, the concerned surgeon, on whose advice the patient was admitted at Rameswara Nursing home where the patient had undergone appendectomy on emergency basis. The patient was released two days after surgery.</p> <p>The complainant would contend, Dr. Dabriwal gave an estimate of Rs. 30,000/- whereas the nursing home charged</p>

Rs. 70,000/- . Moreover, he wanted to have his son treated under Swasthya Sathi scheme that was not allowed by the nursing home.

We have heard the nursing home authority. According to them, the patient came on January 26, 2023. On account of republic day most of the staff were on leave however, on the request of Dr. Debriwal an emergency team was called and the OT was made ready and the patient had undergone surgery on emergency basis. The complainant never approached them for Swasthya Sathi admission. In fact, the admission was done on the request of Mr. Manna as well as Dr. Dabriwal and Swasthya Sathi admission was never contemplated. The complainant would however deny such assertion. It would be difficult for us to decide on the issue without any appropriate evidence from either side.

We have examined the bill. We would find medicine and consumable charged at MRP. The hospital also levied service charges that would be improper.

We direct fifteen per cent discount on medicine and consumable and refund of the service charge. We round it up



to Rs. 1,500/- .

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

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri S. K. Thade, IAS (Retd) – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

ARSHAD HASAN WARSI
WBCS (Ex)
Secretary
W. B. C. E. R. C.

[Handwritten mark]