

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/NPG/2023/097

Mr. Abhinandan Kundu Complainant

vs

Neharu Memorial Techno Global Hospital..... Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|---|
| | 1. | 06/06/2023 | <p>The complaint would relate to Swasthya Sathi refusal and billing. Sixty seven years old patient was admitted on April 17, 2023 with various co-morbidities and was under treatment till May 18, 2023 when he breathed his last at the CE.</p> <p>The complainant paid Rs. 10,10,000/- after adjustment of the TPA amount of Rs. 5,00,000/-.</p> <p>According to the complainant, he wanted to have his father admitted at the CE under Swasthya Sathi Scheme that was denied by the CE. Hence, he was compelled to admit his father under private mediclaim policy that got exhausted in course of treatment. He requested the CE to</p> |

change it to Swasthya Sathi mode that was denied.

The CE would contend, at the time of admission, the complainant did not express his desire to have the patient admitted under Swasthya Sathi Scheme. After exhaustion of the insurance policy, they approached the CE for re-admission under Swasthya Sathi mode that the CE agreed upon clearance of the earlier cash bill. According to the CE, approach was made on May 17, 2023 whereas the patient died immediately on the next day.

Rival contentions are not backed up by any evidence. It would be difficult for us to accept one version against the other without having any evidence in support thereof.

We have examined the bill. We find, there were too many referrals. The patient was in ICU and every day two doctors charged their fees as the patient was admitted under joint admission of two doctors. It is unusual. The CE has billed for central line, dietician, Ryle's tube when the patient was in ICU. The CE has charged consumable



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| | | <p>and medicine on MRP violating our Advisory.</p> <p>The CE would contend, they ultimately granted discount to the extent of Rs. 80,000/- that was agreed upon. Bill was settled accordingly.</p> <p>The contentions of the complainant might sound logic however, reasonable however in absence of any evidence we are unable to grant any relief on that score.</p> <p>The CE had discounted the bill to the extent of Rs. 80,000/-. The complainant agreed and paid the same. We do not wish to interfere.</p> <p>Before we part with we express our strong displeasure when our attention is drawn to an averment of the CE that the complaint has been filed by the unfortunate son of the diseased patient with “<i>wrongful gain</i>”. Such averment is extremely unfortunate. The CE should not have made such comment in their response.</p> <p>We direct the CE to send a letter of regret addressed to Ms Ranjana Kundu, the widow of the patient tendering</p> |
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unqualified apology for such insinuation.

Such letter must be addressed by the head of the CE
to be sent within a week from date.

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

Authenticated
S. P. Mukherjee
14/06/2023.
Secretary
West Bengal Clinical Establishment
Regulatory Commission