

Case Reference: INT/KOL/2023/098

Mr Sujit Kumar Sharma..... Complainant

vs

ILS Hospital, Salt Lake..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/06/2023	<p>The complaint would relate to post surgical complication as well as billing. On our request, Professor. Dr. Utpal Dey, NRS Medical College, is present. Dr. Sukumar Mukherjee, our esteemed Member as well as Dr. Dey have interacted with the complainant and Dr. Abhishek Mondal, representing the CE.</p> <p>Our esteemed members and the expert are of the opinion, the actual surgery that was done and the Medical records maintained by the CE would differ. However, this issue would be outside our domain. The complainant would be at liberty to approach the appropriate authority questioning the surgery and the post surgical issues.</p> <p>In case he is successful therein he would be at</p>

liberty to apply us afresh.

The complainant would also contend, he went for a surgery on a package. However, at the time of discharge the CE over charged. CE charged Rs. 81,000/-. A sum of Rs. 61,000/- was the total cost for surgery as per package that would include accommodation on twin sharing basis. The patient opted for single room that would have an additional expense of Rs. 11,600/-. Hence, a sum of Rs. 8,400/- has been over charged.

The CE is directed to refund the said sum to the complainant on sharing of his bank details.

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
13/06/2023

Secretary
West Bengal Clinical Establishment
Regulatory Commission