

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2023/116

Mr. Subhas Chakraborty Complainant

vs

K P C Hospital, Jadavpur..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	24/07/2023	<p>The complaint would relate to additional payment received in case of Swasthya Sathi admission.</p> <p>The CE has given a response. According to them, despite Swasthya Sathi admission the patient would have to take the burden of all medicine cost and other investigations as OPD course.</p> <p>The patient was admitted on June 15, 2023 in a critical condition at the emergency. As there was no OPD visit so question of OPD expenses would not arise at all.</p> <p>In course of hearing, Mr Karmakar representing the CE, would apologise for the response. He prays for unconditional apology and wishes to withdraw the said response sent by Dr. Arabinda Ray, Medical</p>

Superintendent, K.P.C Medical College, Jadavpur.

As per the response, the CE has received Rs. 15,260/- on account of treatment cost out of which Rs. 6,480/- has already been refunded. In addition, they have received Rs. 40,226/- on account of OPD Pharmacy cost.

The CE has not given any break- up of the Pharmacy amount. The complainant also has not produced any document in support of his claim with regard to the pharmacy bills and investigation bills that he had to pay separately at the CE.

The CE would also contend, for one day the patient was in cash ICU i.e, from June 28 to June 29, 2023 for which the CE would be entitled to retain the amount that they received to the extent of Rs. 15,260/- less Rs. 6,480/-

The complainant is given liberty to produce all his pharmacy bills and investigation bills that he paid to the CE during treatment of the patient, to Mr. Karmakar, the executive of the CE who would verify the same and refund the entire amount retaining a sum of Rs. 20,000/- on account of cost of Human Albumin that the patient



was had as per the advice of the medical team.

The entire process must be completed within a week from the date of production of all vouchers by the complainant.

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/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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West Bengal Clinical Establishment
Regulatory Commission