

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/NPG/2023/124

Mr. Indranath Dawn Complainant

vs

Dreamland Nursing Home..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	09/08/2023	<p>The complaint would relate to WBHS admission. The complainant would contend, he was unnecessary charged Rs. 15,149/- for consumable that would be outside the scope of WBHS.</p> <p>We have examined the bill. The female patient of 88 years was admitted with the history of loose motion and other co-morbidities.</p> <p>She was charged 31 molysheets for 16 days admission. The CE would admit, loose motion stopped after 6-7 days. The patient was charged 2 Kg of cotton which is quite unusual. So was the case of leisterine mouth wash for 16 days she was charged 2 units of leisterine mouth wash. 41 chest leads were said to have</p>

been used. The CE cannot give any plausible explanation. In course of hearing Mr. Prosenjit Ghosh, representing CE would offer refund of Rs. 7,149/-. The complainant would accept the same.

We dispose of the complaint recording the assurance given by the CE and the acceptance made by the complainant.

The complainant is directed to share his bank details with Mr. Ghosh so that money could be refunded at once through bank transfer.

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

Mr. J. P.

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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