

Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

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.</p> <p>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>

		<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.</p> <p>We dispose of the complaint recording the assurance given by the CE and the acceptance made by the complainant.</p> <p>The complainant is directed to share his bank details with Mr. Ghosh so that money could be refunded at once through bank transfer.</p> <p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/- Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i> <i>Mr. J. L.</i> Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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