



DELHI MEDICAL COUNCIL

GOVT. OF NCT OF DELHI
356-357, 3rd FLOOR, PATHOLOGY BLOCK
MAULANA AZAD MEDICAL COLLEGE
BAHADUR SHAH ZAFAR MARG
NEW DELHI - 110 00

DMC/14/2/2002/ 7767

U.P.C

September 11, 2002

o/c

Dr. R.N. Baishya
Director Health Services
Swasthya Sewa Nideshalaya
F-17, Karkardooma,
Delhi - 110 032

Subject : Complaint of Shri Trilochan Singh against Kukreja Hospital & Heart Centre.

Sir,

Kindly refer to your letter No. F.23/51/2001/DHS/NH/20048 dated 15th July, 2002 on the above mentioned subject. The Delhi Medical Council conducted an enquiry in the complaint of Shri Trilochan Singh against Kukreja Hospital and Heart Centre on 19th August, 2002. The Council examined the complainant, the defendant and documents on record, it is observed that in the circumstances of the illness of Smt. Joginder Kaur, the treatment, observations and investigations done at Kukreja Hospital & Heart Centre are in accordance with the illness and circumstances of the case and are relevant. So far the charges are concerned since there is a capital cost in acquiring NIBP and infusion pump correspondingly some charges have been levied to the patient. Improper explanation by non-medical staff at Kukreja Hospital & Heart Centre regarding the details of bills lead to grievances of the complainant which have now been addressed by the Committee by a scientific analysis and explanation. Lack of communication between the patient and the doctor lead to this complaint. Kukreja Hospital is advised to be responsive to correspondence by patients who seek clarification about bills. There is no evidence of over charging or unethical practice by Kukreja Hospital & Heart Centre.

Yours sincerely,

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(Dr. S.K. Khattri)
Secretary & Deputy Registrar

No. DMC/14/2/2002/

11th September, 2002

Copy forwarded for information to :

- 1) Shri Trilochan Singh, 58-B, MIG Flats, Rajouri Garden, New Delhi - 110 027. - Dmc - 7765
- 2) Kukreja Hospital & Heart Centre, C-1, Vishal Enclave, Rajouri Garden, New Delhi-110027. - Dmc

7766.

(Dr. S.K. Khattri)
Secretary & Deputy Registrar