

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: WBCERC/HOO/75/2024-25, WBCERC/HOO/76/2024-25
& WBCERC/HOO/77/2024-25**

Mr. Rishita Mondal..... Complainant

vs

Narayana Superspeciality Hospital, Sanjeebani Hospital, Baranagar
& Samaritan Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	07/08/2024	<p>The complaint would relate to billing.</p> <p>According to the complainant, the patient has received excellent care from all the three hospitals however, their charges Were quite high.</p> <p>The patient was initially admitted at Narayana Superspeciality at Howrah where the patient was billed for Rs. 5,18,064.84/- for six days critical care admission. The CE discounted the bill to the extent of Rs. 76,444.85/-.</p> <p>We are fully in agreement with the complainant with</p>

		<p>regard to the bill on the higher side.</p> <p>We have pointed out to Mr. Rakshit, representing the CE, the medicine and consumable were charged at MRP. The investigation rates were quite on the higher side. Few procedures were billed which were ought not to be billed being part of the ICU care. Yet, we do not wish to interfere when we find, they have already discounted a substantial amount being Rs. 76,444.85/-.</p> <p>The patient was then taken to Sanjivani under Swasthya Sathi mode. The patient was discharged for higher set-up and the card was blocked for Rs. 50,000/-. The CE would admit, they realised additional amount of Rs. 55,000/- mainly, on account of medicine and consumable. However, the complainant would contend, they have spent Rs. 1.5 lakhs. We do not find any receipt for the same. Hence, we have to rely on the admission of the hospital.</p> <p>Swasthya Sathi is a complete mode that would not permit the CE to claim any additional amount from the</p>
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patient. However, in course of hearing Mr. Priyabrata Roy, Manager, Sanjivani would offer refund of Rs. 25,000/-. Hence, we do not dilate any further on the issue.

Similarly, with regard to Samaritan they discounted the bill for Rs. 15,000/- only whereas the medicine and consumable were billed for Rs. 2.5 lakhs. They would also agree to pay Rs. 15,000/- in addition to refund already given to the complainant.

The complainant is directed to share her bank details with Sanjivani and Samaritan so that money could be refunded to her as directed above.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

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[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission