

Office of the West Bengal Clinical Establishment Regulatory Commission

1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

**Case Reference: INT/KOL/2023/156**

Mr. Joy Banik ..... Complainant

VS

Ruby Hospital and Peerless Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	26/09/2023	<p>The complaint would relate to billing. The patient Aditi Banik was admitted in Rubi Hospital under WBHS. The admission was done during Covid period. Hence, as per the direction of the Health Department, the covid test was done. Since Rubi did not have RTPCR facility they availed of Gene Xpert that would cost Rs. 2,400/- each for the mother and the child.</p> <p>Rubi also did Bio fire test for the child through Peerless Hospital that would cost Rs. 14,700/-. It was a cash-less facility however, Rubi realised both the costs being the Gene Epert test for Rs. 4,800/- and Biofire for Rs. 14,700/-.</p>





			<p>The complainant has asked for the refund of the said sum.</p> <p>Ruby is present online. We have also requested Peerless to be present at the hearing.</p> <p>Dr. Sudipta Mitra, Medical Director , Peerless is present online.</p> <p>We have heard the complainant, Rubi as well as Peerless.</p> <p>Since there was no RTPCR facility Rubi did the Gene Xpert test however, that would cost a higher amount than RTPCR cost. Rubi should have obtained appropriate consent from the complainant that they would be realising the balance part of the amount . They did not do so.</p> <p>The department approved Rs.1,900/- being the cost the RTPCR and in our view, rightly. Hence, Ruby is liable to refund the balance sum of Rs. 2,900/- to the complainant.</p> <p>With regard to Biofire, Dr. Mitra in his usual fairness,</p>
--	--	--	---






would admit, there is no specified code for Biofire however, the code number 3256 is a test which is almost similar to Bio fire that would cost Rs. 11,550/- as per the WBHS table.

In deference to the desire of the Commission, Dr. Mitra would offer refund of the balance amount being Rs. 3,150/- to Rubi.

We direct Rubi to refund Rs. 6,050/- to the complainant.

Rubi would be entitled to realise the balance amount of the total treatment cost from the department, if not already realised.

Before parting with, we would direct the Finance Department , Government of West Bengal to specify a particular code for Bio fire and fix the amount of cost for the said test to avoid further complication in the like nature.

The complaint is disposed of accordingly.



			<p>Sd/-</p> <p>The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p><i>[Signature]</i></p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
--	--	--	---

*[Signature]*