

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/NPG/2023/209

Mr. Santanu Chatterjee Complainant

vs

(i) Belle Vue Clinic , Kolkata (ii) B P Podder Hospital.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	05/12/2023	<p>The complaint would relate to billing in respect of second establishment and hospital negligence as well as billing in case of first establishment.</p> <p>The patient was initially admitted at BP Podder Hospital under TPA agreement. The TPA cleared the entire bill except a sum of Rs. 16,000/- for non medical expenses. Dr. Das representing the CE, would fairly admit, non medical consumable is yet to be discounted. They would refund Rs. 3,200/- to the complainant on sharing of his bank details. We do not find any hospital negligence.</p> <p>With regard to Belle Vue, we find high end</p>

antibiotics have been charged at MRP. Mr. Ghosh, representing the CE, would submit that they are ready and willing to give 15 per cent discount on the total cost of medicine and consumable that would come to Rs. 23,550/-. Ward consumable was also charged at MRP. On that count, a sum of Rs. 9,600/- is payable as discount, RMO charges have been wrongly levied for Rs. 1,900/-.

Mr. Ghosh, in his usual fairness, would agree to refund Rs. 35,000/- to the complainant. Let him to do so.

The complainant is directed to share his bank details with Mr. Ghosh who would assure, money would be refunded within a week from date.

The complaint is disposed of.

Sd/-
The Hon'ble Chairperson

Sd/-
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-
Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

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