

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/KOL/2023/212**

Ms. Sukla Mukhopadhyay ..... **Complainant**

vs

R G Stone & Laproscopy Hospital..... **Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	02/11/2023	<p>The complaint would relate to billing.</p> <p>The patient was admitted for hemrrhoids piles surgery. The patient was admitted under TPA that approved the surgery for Rs. 39,000/-. The surgery was done uneventfully.</p> <p>The CE would contend, the patient wanted a laser surgery that would cost higher amount.</p> <p>The CE billed the patient for Rs. 1.4 lakhs that the TPA dis-approved.</p> <p>We have examined the bill. We find that there has been gross irregularity on the part of the CE. The hemrrhoids surgery was split up in four surgeries and</p>



		<p>billed accordingly. The insurance rightly rejected the bill.</p> <p>The patient had to pay the entire amount to the CE. She is also not be able to recover the same from the insurance for the reasons discussed hereinbefore.</p> <p>The concerned surgeon is present online however, he does not make any submission.</p> <p>The CE would agree to call back the bill and raise a proper bill for the single surgery.</p> <p>We feel, interest of justice would be sub-served if we direct refund of Rs. 80,000/- to the complainant out of Rs. 1,40,510/- paid by her to the CE.</p> <p>The complainant would be at liberty to share her bank details with the CE through mail or whats app so that money could be refunded her at once through bank transfer.</p> <p>The CE is also directed to submit a fresh bill to the complainant accordingly so that she can ask for</p>
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reimbursement from the insurance company.

We caution the CE, henceforth they must be cautious enough to bill patient strictly in accordance with the treatment that is given to the patient. If there is any recurrence we shall be constrained to take appropriate penal measure against the CE.

The complaint is disposed of accordingly.

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

*Authentic*  
*WZ*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

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