

**Case Reference: INT/KOL/2023/220**

Ms. Amrita Sengupta ..... Complainant

vs

Kothari Medical Centre..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	21/12/2023	<p>The complaint would relate to billing for a case of thirty days admission in a case of orthopaedic injury.</p> <p>The CE has billed Rs. 9.61 lac out of which Rs. 3 lac was paid by TPA being the highest limit of the mediclaim policy. The balance amount had to be paid by the complainant.</p> <p>In course of hearing, Mr. Sudhir Agarwal representing the Finance Department of Kothari, has offered Rs. 1.5 lac as lumsum discount. He would assure, as soon as the bank details are provided by the complainant the money would be transferred.</p> <p>Since Mr. Agarwal has made this offer we refrain</p>

from taking any action against the CE however, we hope and trust, they would reframe their tariff chart and the billing process so that these kind of irregularities does not recur in future.

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/-

Smt Madhabi Das – Member

*Authem A. Catab*  
*W. B.*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

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