

Office of the West Bengal Clinical Establishment Regulatory Commission  
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**Case Reference: INT/KOL/2023/235**

Mr. Rajesh Kumar Gupta ..... Complainants

vs

Desun Hospital..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	11/01/2024	<p>The complaint would relate to misbehaviour as well as excessive billing.</p> <p>We have examined the bill. We feel, the complaint would deserve discount on consumable amounting to Rs. 3,962/-</p> <p>The complainant is present online. He would contend, after receipt of the notice, the hospital authority visited their house, approached the patient and tendered apology. In view of the same, patient wants to withdraw the complaint hence, although the complainant would deserve discount on the bill as referred to above, he does not want to proceed with the complaint.</p>

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

*Authenticated*  
*[Signature]*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

*[Handwritten mark]*