Case Reference: INT/NPG/2024/002

Mr. Ambar Chatterjee .... Complainants
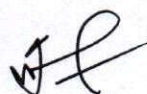
vs

Moon Light Nursing Home, Basirhat..................Respondent/ Respondents

<u>ORDER SHEET</u>

Office Note	Order No.	Date	Order
	1.	29/01/ 2024	The complaint would relate to billing. The patient was admitted for surgery with a package of Rs. 25,000/- as agreed between the parties. Ultimately, the CE realised Rs. 85,000/- that too, in cash without giving any receipt therefor. We received the complaint on December 30, 2023. We mailed it to the CE on January 3, 2024. Despite repeated reminders from us the CE failed to reply to the complaint. Today also, despite repeated notice they are absent. Ultimately, we could establish contact Mr. Biplab Das, representing the CE, over phone. According to him, they

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received Rs. 45,000- that would include the cost of biopsy that they got it done from Serum.

We direct the CE to furnish all medical records including the bill that they received from Serum, to the complainant so that he could ask for appropriate reimbursement from the appropriate authority.

With regard to the balance sum of Rs. 40,000/- that the CE would deny having received, we grant liberty to the complainant to initiate appropriate legal proceeding for realisation of the said sum from the person to whom he paid.

The medical records and the proper bill as directed above, must be given by tomorrow.

The complaint is disposed of.

Sd/-
The Hon'ble Chairperson

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

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

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			Sd/-
			Dr.Maitrayee Banerjee – Member
			Sd/-
			Smt Madhabi Das – Member

Authenticated

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