

Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference:INT/KOL/2024/024

Ms. Sikha Saha Complainant

vs

Spandan Hospital, Teghoria.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	16/02/2024	<p>The complaint would relate billing.</p> <p>We have examined the bill and found a sum of Rs 4,303/- charged in excess.</p> <p>The CE is present online. They are agreeable to refund the same as soon as bank details are provided for.</p> <p>The CE would also assure,they would change their billing programme as pointed out to them.</p> <p>We abundantly make it clear when each and every service is charged there can not be any separate service charge.</p> <p>The CE is also not entitled to charge for Admission and MRD separately for Rs. 500/- each.One would be enough</p>



		<p>to cover the other.</p> <p>They would also be obliged to follow our guidelines including consumable and medicine discount.</p> <p>The CE is obliged to provide potable water to each of the patients. Unless requisitioned, they are not entitled to supply mineral water on payment.</p> <p>We direct the complainant to share her bank details with the CE so that money could be refunded to her at once.</p> <p>The complaint is disposed of accordingly.</p> <p>Sd/-</p> <p>The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr. Aniruddha Neogi- Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p>
--	--	---



Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Handwritten mark]