

Office of the West Bengal Clinical Establishment Regulatory Commission

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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>

to cover the other.

They would also be obliged to follow our guidelines including consumable and medicine discount.

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.

We direct the complainant to share her bank details with the CE so that money could be refunded to her at once.

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/-

Dr. Aniruddha Neogi- Member

Sd/-

Dr. Maitrayee Banerjee – Member



Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated



Secretary
West Bengal Clinical Establishment
Regulatory Commission

