

**Case Reference: INT/KOL/2024/038**

**Mr. Prasenjit Chakraborty ..... Complainant**

**vs**

**Ekbalpore Nursing Home..... Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	27/02/2024	<p>The complaint would relate to billing.</p> <p>The entire bill was approved by TPA barring a sum of Rs. 7,668/- out of which the CE already discounted Rs. 2,668/- and the complainant had to pay only Rs. 5,000/- The CE has charged for doctor visits which did not happen.</p> <p>Once the bill was totally approved by the TPA and the approval memo clearly directed co-payment of Rs. 7,668/- and the complainant paid Rs. 5,000/- after discount we do not find any scope to interfere.</p> <p>The complainant would be free to raise the doctor visit issue before the appropriate forum.</p> <p>The complainant would also raise the issue of Ayah</p>

charges for Rs. 6375/-. According to him, this was unnecessary. Despite protest being made, the CE compelled him to take the Ayah service.

Mr Goutam Purokayastha, representing the CE, would confront such allegation by drawing our attention to the admission record where Mr. Chakraborty himself agreed to pay the Ayah charges that was paid directly to the service provider and not to the CE.

We do not find any scope to interfere.

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. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
*W.B.*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission