

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/2024/032

Mr. Debashis Sarkar Complainant

vs

Upkar Nursing Home, Kolkata..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	27/02/2024	<p>The complaint would relate to billing.</p> <p>The complainant would contend, for a ten days stay at a 35 bedded nursing home the patient was billed for more than Rs. 2,00,000/-. On request, out of the two doctors one waived his full fees due to his personal relationship with the patient family and the other doctor also gave substantial discount. Even then, the ultimate bill came to Rs. 1,51,583/-. TPA approved of Rs. 40,000/- compelling the complainant to pay the balance sum. However, the amount was settled at Rs. 1,00,000/- .</p> <p>The complainant has now come up with the</p>

		<p>complaint that the bill is a criptic one, does not have any details and is exorbitant.</p>
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		<p>We sent the complaint to the CE for their response. In response, they have given the entire medicine and consumable bills and the list of pathological tests done for the patient as also others details.</p>
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		<p>We have examined the investigations charges those are well within the limit and we do not have any scope to interfere. However, we feel, the medicine and consumable would attract 15 per cent discount as per Commission's Advisory no 14.</p>
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		<p>We direct the CE to pay Rs. 9,000/- to the complainant on account of Medicine and Consumable discount.</p>
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		<p>The complainant would contend, he is yet to receive all records whereas the representative of the CE would draw our attention to the document where the complainant gave receipt for the documents that</p>
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he had already received.

Let the complainant indicate which document he is yet to receive that the CE would give him in a legible copy.

The complainant is also directed to share his bank details so that the money could be transferred to his bank account at once.

We understand, the complainant has parallelly approached Consumer forum as pointed out by the representative of the CE.

The complainant is present online. He undertakes not to proceed with the same.

This order would however, not prevent the complainant to approach Ombudsman Insurance Company, if he so chooses.

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

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