

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/KOL/2024/034

Mr. Dhiraj Tiwary Complainant

vs

World Care Nursing Home , Topsia..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	27/02/2024	<p>The complaint would relate to billing.</p> <p>The patient was undergoing treatment at Institute of Neurosciences, Kolkata (INK).</p> <p>After the surgery was done, to minimize the cost, the patient was advised for shifting at a small setup. Accordingly, the patient was shifted to the present CE who billed the patient for Rs. 74,114/- for two days admission.</p> <p>We have examined the bill. There is no rationality maintained. The medicine and consumable have not been discounted as per our Advisory. RMO fees have been separately charged. Doctor fees are doubtful and that too, at a quite high rate. On</p>

scrutiny, it appears that the bill was inflated for a day. In fact, for two days accommodation the patient was charged for three days as would appear from the final bill produced by the CE in response to the complaint.

We direct refund of Rs. 24,000/-. The CE would pray for some time to pay it off. We grant them two months time to pay it off.

Let the said amount be paid in four equal fortnightly instalments to be paid on March 15, 2024, March 31, 2024, April 15, 2024 and April 30, 2024.

In case of default of any one instalment the entire amount then due, would become immediately payable along with the interest at the rate of Rs. 7 per cent per annum until realisation.

The complainant is directed to share his bank details with the CE through whatsapp so that money could be transferred to his account on the date fixed.

Before we part with, we caution the CE.

Henceforth, if we find this type of recurrence we would heavily penalise the CE.

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

WJ
Secretary
West Bengal Clinical Establishment
Regulatory Commission