

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/2024/070

Ms. Pronoti Bose Complainant

vs

Zenith Super Specialist Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/03/2024	<p>The complainant is absent, despite notice.</p> <p>The complaint would relate to collection of excess amount on account of professional fees, by the concerned Gynaecologist that was disallowed by the insurance.</p> <p>The facts would reveal, for Caesarean C section the patient was admitted under a package of Rs. 48,000/-.</p> <p>The complainant would contend, the concerned Gynaecologist took Rs. 31,000/- separately and provided a receipt there for. However, such amount was not reimbursed by the insurance on the ground that it was an all package inclusive that would also include the professional fees.</p>

In course of pendency of the complaint, the concerned Gynaecologist refunded the amount. She is present on line. She has submitted, the patient was earlier informed about the additional amount that she agreed hence, it was collected. When the CE objected to the same she refunded the same.

Since money has already been refunded we do not wish to make any comment on the issue.

The complaint is disposed of.

Sd/-
The Hon'ble Chairperson

Sd/-
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-
Dr. Maitrayee Banerjee – Member

Sd/-
Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission