

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/SPG/2024/085

Mr. Samaresh Mistry Complainant

vs

Revival Nursing Home.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/04/2024	<p>The complaint would relate to billing.</p> <p>Neither of the parties have shared the bill with us at the appropriate time.</p> <p>In course of hearing the CE has shared a bill which is cryptic in nature.</p> <p>The complainant would contend , he was under impression, charges would be maximum @ Rs. 6,000/- per day whereas the total bill has come to Rs. 1,05,000/- apart from investigations that were out sourced. After giving discount of Rs. 10,000/-, they realised Rs. 95,000/.</p> <p>The CE would contend, they charged on item wise for first three days and on the request of the patient</p>

family they subsequently changed it to package, all inclusive @ Rs. 14,000/- , for next four days.

We have examined the bill. The patient was admitted on August 25, 2023 at about 04 .30 p.m. whereas he was discharged on August 31, 2023 at about 1.30 p.m. So it would be apparent, the patient has been charged one day extra. Moreover, they have separately charged for attendant and RMO.

No consent was obtained for attendant charges. RMO charges are unjustified as the patient must get the basic medical services that would include service of RMO. ABG charge was exorbitant.

On a detailed interaction in course of hearing, Dr. Shibaji Bishnu representing the CE, would agree to convert the bill, all inclusive package for Rs. 14,000/- that would come to 84,000/-. He is prepared to refund the balance Rs. 11,000/- on sharing of bank details. The complainant agrees to accept the same.

Let him share his bank details so that money can be



transferred to his account at once.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

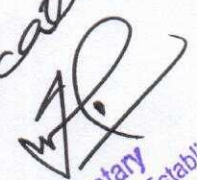
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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