

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: WBCERC/NOR/20/2024-25**

Ms. Gayatri Rai ..... Complainants

vs

Sahid Khudiram Bose Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	27/06/2024	<p>The complaint would relate to excessive charges. We have examined the bill. We find two items have been charged that were totally unethical being the service charge to the extent of Rs. 4,924/- and attendant charges Rs. 4,900/- aggregating to Rs. 9,824/-.</p> <p>The complainant did not apply for any dedicated attendant hence, CE should not have charged on that score.</p> <p>The CE has already charged every item of treatment hence, there cannot be any separate service charge.</p> <p>The complainant is directed to share his bank details with the CE so that the said amount of Rs. 9,824/- could be refunded by the CE.</p>



The CE is also directed to modify their software by deducting those two items so that such unethical practice does not recur.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Sri Sutirtha Bhattacharya, IAS ( Retd) – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*



**Secretary**  
**West Bengal Clinical Establishment**  
**Regulatory Commission**