

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/53/2024-25

Mr. Suvendu Manna Complainant

vs

CMRI.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	25/07/2024	<p>The complaint would relate to over billing.</p> <p>80 years old female patient had forehead injury due to fall. The patient approached the CE with profuse bleeding. The CE gave an estimate of Rs. 2.1 lakh. Although the amount was too high considering the situation the patient family was compelled to agree. CE ultimately billed Rs. 2,86,324/-.</p> <p>On a perusal of the medical records, it would appear that the patient was admitted under a plastic surgeon. For ten minutes procedure the patient was charged Rs. 1.18 lakhs.</p> <p>Dr. Bhattacharjee, in his usual fairness, would inform</p>

us, it was a simple closure of wound without having any other intracranial injury.

Dr. Bhattacharjee, would also inform us it was done with general anaesthesia that the complainant would strenuously deny.

Since the patient was under insurance cover the TPA considered the bill and ultimately sanctioned Rs. 76,154/- that compelled the complainant to pay the rest of the amount without any deduction at all. We find, the patient had all types of pathological and other investigations costing Rs. 63,071/-.

We deprecate this billing.

Ms. Sumana representing the insurance desk, would however, submit, since the complainant agreed with the estimate of Rs. 2.1 lakh we should consider the refund amount accordingly.

The complainant would submit, they had no other option but to agree with such estimate in such a situation

although they felt it highly exorbitant.

We feel, interest of justice would be sub-served if we direct refund of Rs. 80,000/- and direct the CE to refund the said sum to the complainant on sharing of his bank details.

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

Authentic

Secretary
West Bengal Clinical Establishment
Regulatory Commission