

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/KOL/126/2024-25

Mr.Dipak Kumar Chattopadhyay..... **Complainant**

vs

UMRI Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/09/2024	<p>The complaint would principally relate to billing.</p> <p>The complainant has sent a rejoinder yesterday making some other allegations that we cannot take into account without giving any opportunity to the CE.</p> <p>The complainant does not press such allegation and would stick to his complaint with regard to bill.</p> <p>The principal complaint would relate to excess billing on two counts; being extra room charge and the doctor visit.</p> <p>We also find, medicine and consumable have been charged at MRP.</p>

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Mr. Rohit Bhattacharyya, Manager, Administration of the CE, would offer discount on all the three items being Rs. 2,010/- (medicine and consumable discount); Rs. 1,800/- (room charge) and Rs. 4,500/- (doctor visit) aggregating to Rs 8,310/-.

We direct the complainant to share his bank details with Mr. Bhattacharyya so that money can be refunded to him through bank transfer.

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

A. K. Ghosh
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission