

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/SOU/168/2024-25

Mr. Debjit Samaddar..... **Complainant**

vs

Narayana Multi-Speciality Hospital, Barasat.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	27/11/2024	<p>The complainant would raise billing issue.</p> <p>In course of hearing, Dr. Sumanta Gouli representing the CE, in deference to the desire of the Commission, agrees to refund Rs. 6,000/- on sharing of bank details by the complainant.</p> <p>The complainant would also raise issue as to the display of rates that is conspicuously absent at the billing counter.</p> <p>We direct the CE to have the proper display of the rates easily visible to the patient and/or their relatives and share photograph with the Commission within a fortnight from date.</p>

In default, we would be constrained to take appropriate punitive steps as against the CE.

Before we part with, we express our sincere gratitude to the complainant who has pointed out this gross irregularity on the part of the CE to us.

The complaint is disposed of accordingly.

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