

Case Reference: WBCERC/NOR/177/2024-25

Mr. Anup Chakraborty Complainant

vs

Narayana Multispeciality Hospital, Barasat.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	27/11/2024	<p>The patient was admitted under WBHS. The total bill was Rs.3,51,109/- out of which Rs. 1.5 lakh was cashless and the patient had to pay Rs. 2,01,109/-.</p> <p>The complainant has come with the grievance that he was not allowed Rs. 8,959/- and Rs. 39,987/- aggregating to Rs.48,946/-.</p> <p>On our request, Mr. Avik Roy of the Finance Department (Medical Cell) is present online.</p> <p>Mr. Roy has also shared with us the sanctioned memo wherefrom we find that Rs. 8,959/- was charged in excess of the WBHS rate hence, this amount should be refunded by the CE to the complainant.</p> <p>With regard to Rs. 39,987/- we find, this was</p>

disallowed to the patient being outside the scheme. The items are mostly consumables payable by the patient that should attract reasonable discount. We feel, 15 per cent discount on the said sum amounting to Rs. 6,000/- should be refunded to the complainant.

The total amount would thus come to Rs. 14,959/-.

Mr. Ghosh assures, on sharing of the bank details by the complainant the said sum of Rs. 14,959/- would be refunded at once.

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