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Office of the West Bengal Clinical Establishment Regulatory Commission  
1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.  
Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

Case Reference: WBCERC/NOR/197/2024-25

Mr. Ashaf Ali Mondal ..... Complainant

VS

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

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	12/12/2024	<p>The complaint would relate to billing.</p> <p>The patient had Emergency Orthopaedic procedure. Estimate was given for Rs. 1,10,800/- whereas the TPA sanctioned a sum of Rs. 1,00,000/- being the full amount of the policy in a bill of Rs. 1.63lakh. The CE discounted the bill for Rs. 16,133/- requiring Rs. 47,000/- to be paid by the patient.</p> <p>The complainant would submit, he was assured that the entire treatment cost would be within Rs. 1 lakh. Estimate was subsequently given for Rs. 1,10,800/-. Yet, he was billed for Rs. 1.63 lakh.</p> <p>The CE would contend, that the implant cost was estimated at Rs. 30,000/- whereas the actual implant</p>



costed Rs. 45,150/-. They also charged medicine and consumable separately.

In course of hearing, Mr. Sumanta Ghosh, in his usual fairness, would agree to give further discount of Rs. 27,000/- in deference to the desire of the Commission.

The complainant is directed to share her bank details with the CE so that money can be paid to him through bank transfer.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

*Authentic copy*  
*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission