

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/PUR/207/2024-25

Mr. Nirmal Hajra Complainant

vs

New Greenland Nursing Home, Tamluk.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/12/2024	<p>Despite repeated calls, neither of the parties are present. Hence, we are constrained to dispose of the complaint in their absence.</p> <p>The complaint would have three grievances.</p> <p>The first grievance would relate to non receipt of the GST bill. In response, the CE has referred to Notification No 12 / 2017 Central tax (Rate) dated June 28, 2017 that would clearly exempt all health care charges pertaining to medical service, from GST.</p> <p>We have gone through the bill. It was a printed bill giving the figures written in hand in English.</p>

We do not find any scope of interference.

The second issue would relate to charges for issuance of birth certificate. According to the complainant, although he had paid Rs. 300/- for the said purpose they demanded additional sum and ultimately he had to pay Rs. 800/- for the birth certificate as it was delayed.

Conspicuously the second issue has not been answered by the response. However, in absence of the parties we are not in a position to deal with the issue.

There is another issue with regard to mis-behaviour.

The CE has expressed their regret and assured that there would be no recurrence in future.

We dispose of complaint accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-
Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-
Smt Madhabi Das – Member

Authenticated
WBC

Secretary
West Bengal Clinical Establishment
Regulatory Commission