Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/KOL/216/2024-25

Mr. Pranay Kumar Das..... **Complainant**

vs

Apollo Hospital.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	09/01/ 2025	The complaint would relate to billing. The patient was initially admitted under a package on June 10, 2024. He was supposed to be discharged on June 14, 2024. The planned surgery was billed by the CE for Rs. 2,16,980/- and the TPA sanctioned Rs. 1,84,890/-. On the day of discharge the patient had some post-operative complication for which he was medically advised to stay back. He had additional stay for five days outside the package. The Hospital ultimately billed Rs. 2,75,072/- however TPA did not approve the cost for the additional stay for which a sum of Rs. 90,182/- had to be paid by the patient. The patient approached for reimbursement. Initially he got about Rs. 4,000/- only.

			On being approached, Ombudsman insurance granted him Rs. 55,000/-. The complainant approached us with the grievance he was doubly charged for the room rent to the extent of Rs. 22,327/- as "*the room rent has been double billed and double charged and double settled*". On receipt of the complaint, the CE called the complainant to remove his misapprehension as according to the CE, room rent was not doubly billed. It was notionally taken out from the package for calculation of GST and thereafter added to the bill. At the hearing the complainant would contend, although he is satisfied with the explanation on that score he is still not happy as according to him the billing system was wrong as the CE, while taking out the room rent from the package, has shown it as a "discount". TPA disallowed that part on the ground since it was a discount he would not be entitled to reimbursement. According to him, it is in fact not a "discount" but an "adjustment" that

			the CE had to do in view of GST calculation as explained to him during conciliation meeting referred to above. CE should have shown it as "adjustment" and not "discount". Ms. Yoshodhara Ghosh, representing CE, would submit, to collect GST for room rent they had to bill the room charge covered by the package separately and then show it as a part of package cost for which it was shown as a discount from the package and thereafter separately charged. This is a complex accounting issue. Since the complainant has already agreed to the award given by the Ombudsman Insurance we do not wish to interfere. We however, direct the CE to give a complete re-look to the issue and examine whether the suggestion given by the complainant could be implemented. 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 Secretary West Bengal Clinical Establishment Regulatory Commission