Case Reference: WBCERC/KOL/230/2024-25

Md. Shamshad Alam .... Complainant

vs

Samaritan Clinic Pvt. Ltd...................Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/02/ 2025	The complaint would relate to billing. We have examined the bill. We find, excess amounts were charged on four items :-

1	ABG	Rs. 800/-
2	RMO charge	Rs. 2,500/-
3	Attendant charge	Rs. 500/-
4	Differential amount of the actual cost of medicine and surgical equipment.	Rs. 19,300/-
	Total	Rs. 23,100/-

The CE would pray for one month time to pay it

off.

We direct the complainant to share his bank details so that money could be refunded to him within a month from date.

We also caution the CE, they must rectify their billing schedule accordingly so that there is no recurrence of this kind of complaint.

The complaint is disposed of.

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

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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