

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:WBCERC//54/2024-25

Mr. Arnab Paul..... Complainant

vs

BMRC Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	05/02/2025	<p>The complaint would relate to a trifle issue that has been kept pending for long at the instance of the CE.</p> <p>The patient was discharged on November 11, 2023. He was treated as CGHS patient. The total bill was Rs. 1,84,765/-.</p> <p>The complainant submitted the bill before his employer when his employer reimbursed the bill amount except the non medical and consumable part amounting to Rs. 4,145/-.</p> <p>The complainant unfortunately did not keep copy of the bill. Since February 20, 2024 he had been asking for a copy of the bill that the CE did not adhere to.</p>

Ultimately, the complainant approached us vide complaint dated January 20, 2025.

Soon after registration of the complaint we forwarded the complaint to the CE and asked for their response which is yet to be received by us. Today, just on the eve of the hearing, the CE has sent us copy of the bill.

Conduct of the CE is deplorable. We caution the CE, if there is any recurrence of such negligence the Commission would heavily penalise the CE.

Coming back to the present issue, Rs. 4,145/- has been disallowed on account of consumable and non medical charges not being covered by CGHS that we find from the letter dated March 16, 2024 sent by employer of the complainant.

Since, the amount is outside the CGHS it should be treated as a cash payment by the party that would attract twenty per cent discount.

We direct the CE to refund Rs. 828/- to the

complainant upon sharing of his bank details at once.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission