

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/KOL/257/2024-25

Ms. Sutapa Roy Complainant

vs

S V S Marwari Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/03/2025	<p>The complaint would relate to billing.</p> <p>The patient was admitted under a mediclaim policy where the TPA disallowed Rs. 15,061/-.</p> <p>Neither the complainant nor the CE would assist us by giving break-up of this amount so that we can go into that question.</p> <p>We have independently examined the bill where we find that after charging every item the hospital has also charged Rs. 4,087/- on account of service charge that is not permissible.</p> <p>The medicine and consumable have also been supplied at MRP that would attract discount of Rs. 564/-.</p>



We direct the CE to refund Rs. 4,651/- to the patient on sharing of her bank details.

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

Secretary
West Bengal Clinical Establishment
Regulatory Commission