

**Case Reference: WBCERC/KOL/267/2024-25**

**Mr. Dipak Chowdhury ..... Complainant**

**vs**

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

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	19/03/2025	<p>The complainant has no grievance in relation to the treatment however, he would submit, there had been exorbitant billing to the extent of Rs. 10,01,268/-.</p> <p>In support of his complaint, he has annexed receipts that would show he has paid Rs. 1,01,268/-. Possibly, there has been a typographical mistake by adding one extra zero in his complaint.</p> <p>We have examined the bill. It was covered by the Insurance. A sum of Rs. 5,44,051/- was billed. The insurance allowed Rs. 5,18,259/- and paid Rs. 4,10,991/- requiring co-payment by the patient as per the policy to the extent of Rs. 73,587/-. The patient had to pay non</p>



medical expense to the tune of Rs. 27,680/-.

Except the non medical expense the entire treatment cost is covered by the Insurance policy hence, there is no scope for us to interfere.

CE may however, consider 20 percent discount on Rs. 27,680/- on account of consumable which is not covered by the Insurance Policy.

Ms Yosodhara Ghosh, representing the CE, would submit, although the patient is not entitled to any discount as the total bill was covered by insurance policy considering his age and in deference to the desire of the Commission, they would refund Rs. 5,400/- to the complainant on sharing of his bank details.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member



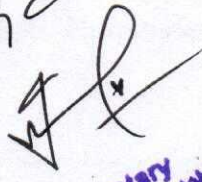


Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  


**Secretary**  
West Bengal Clinical Establishment  
Regulatory Commission