

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/NOR/256/2024-25

Mr. Bhuban Halder Complainant

vs

Apollo Multispeciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/03/2025	<p>The patient was admitted under corporate category. The initial estimate was given for Rs. 3.5 lakhs whereas the corporate sanction came for Rs.1.6 lakhs. The complainant was prepared to bare the balance amount for treatment of his mother. Unfortunately, there had been prolongation of stay for which a revised estimate was given on February 15, 2025 for about Rs. 8.5 lakhs. The Corporate however, sanctioned a sum of Rupees three lakhs. Ultimately, the bill was settled at Rs.7.9 lakhs out of which Rs. 3 lakhs was paid by the Corporate and Rs. 4.9 lakhs was paid by the complainant.</p> <p>The complainant would contend, he was not prepared for such a huge expense. He would not raise any issue</p>

with regard to treatment. However, he is critical about the staggering figure on the bill.

Ms Yoshodhara Ghosh, Vice-President, Apollo present online as well as Dr. Vatia, the Medical Director jointly defend Apollo by contending, the treatment demanded such expense. Accordingly, the patient was billed.

On a careful examination of the bill, we find that for about 10 days stay the patient was charged Rs. 3.27 lakhs for medicine. Consumable was charged for Rs. 1.03 lakhs. Needless to mention, both the items were charged at MRP.

It is common knowledge of all, medicines and consumables are easily available in the market with a reasonable amount of discount.

We leave it to the wisdom of the CE, they should give a complete re-look to the issue and try to charge the patient at least, at the rate their pharmacy chain is supplying outside.



We hope and expect, they would do so.

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
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission