

Office of the West Bengal Clinical Establishment Regulatory Commission

1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

**Case Reference:WBCERC/HOW/303/2024-25**

Pantha Pratim Roy..... Complainant

vs

Narayana Superspeciality Hospital, Howrah.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	28/04/2025	<p>The complaint would relate to exorbitant billing.</p> <p>The patient was admitted through Emergency on March 13, 2025 under a package of Rs. 3.1 lakh as would appear from the consent given by Mr. Amitava Dey Sarkar relative of the patient.</p> <p>Subsequently, for an alleged complication, the package amount was enhanced to Rs. 5,82,730/- that was also agreed upon by the patient relatives. However, the patient was discharged on March 19, 2025 on payment of Rs. 7.1 lac.</p> <p>The complainant was represented by Mr Amitava Dey Sarkar, the patient relative.</p>



He would submit, they could not produce the Swasthya Saathi card being not traceable at that point of time. They made a police complaint and got duplicate card issued on March 16, 2025 that was duly produced on the same day. The CE however declined to get the patient transferred under Swasthya Saathi category without any plausible cause.

In paragraph 10 of the response, the CE admitted presentation of the Swasthya Saathi Card at a belated stage however, they did not assign any reason as to why it was not accepted.

Our medical experts have perused the medical records. We do not find any justification as to the amount claimed as and by way of package cost. The complainant agreed to the said package. We thus, refrain from taking any step in that regard.

We direct the CE to refund the excess amount of Rs.1,27,270 /- taken over and above the package rate agreed upon on March 15, 2025.



The complainant would share his bank details with the CE. On sharing of such bank details, the CE would be obliged to transfer the excess amount as directed, at once.

Before we part with we direct the CE to give us a detailed breakup of the package cost commensurate with the treatment given to the patient that we shall be taking up on the administrative side.

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*  
