

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/NOR/239/2024-25

Mr. Arghya Sur Roy Complainant

vs

Narayana Multispeciality Hospital, Barasat.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	2.	17/04/2025	<p>The complaint would relate to billing in a case of insurance patient.</p> <p>By an order dated February 27, 2025 we disposed of this complaint by referring the parties to Ombudsmen Insurance with a pre condition that the CE would be obliged to keep the disputed amount in a fixed deposit.</p> <p>Subsequently, the CE has approached us for review of the order on the ground, instead of making a fixed deposit let them be permitted to keep the money in a separate account.</p>



In the meantime, the issue has been resolved as we understand from the mail dated April, 8, 2025 by which the complainant has informed us that the insurance has agreed to sanction the entire amount.

In such event, we direct payment of Rs. 310/- being discount on non medical expenses that we directed by our earlier order dated February 27, 2025.

Mr. Sumanta Ghosh, representing the CE, would submit, as and when the bank details are furnished by the complainant they would refund the money immediately.


The order dated February 27, 2025 is thus modified.

Sd/-

The Hon'ble Chairperson





			<p>Sd/- Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/- Prof. (Dr.) MakhanLalSaha – Member</p> <p>Sd/- Dr.Maitrayee Banerjee – Member</p> <p>Sd/- Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i> </p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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