

Case Reference: **WBCERC/KOL/2/2025-26**

Mr. Sourav Mishra Complainant

vs

ILS, Dumdum.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	02/05/2025	<p>The complaint would relate to excess billing in a case of post caesarean complication.</p> <p>The patient was admitted for caesarean C-section in a case of IVF delivery. The patient was given an estimate of Rs. 1.06 lakhs as total cost of hospitalisation for the mother and Rs. 50,000/- for twin babies aggregating to Rs. 1.56 lakhs.</p> <p>Soon after the surgery the patient had pain abdomen that was taken care of by curative surgery and the patient could be saved however, the CE billed Rs. 4.6 lakhs that exceeded the original estimate for four times.</p> <p>The complainant would contend, the patient was kept as hostage for payment of the entire amount. There had been unpleasant altercation between the management</p>

and the patient relatives. Ultimately the patient could be released only upon payment of Rs. 3.5 lakhs.

The situation was unfortunate however, in absence of evidence, we cannot consider the such issue.

We have considered the bill. The twins did not have any complication hence, the estimation cannot actually go over Rs. 50,000/-. Pertinent to note, the twins were billed separately for Rs. 34,232/- and Rs. 40,091/-. Ultimately, the hospital charged Rs. 30,000/- and Rs. 35,000/- respectively.

We feel, there cannot be any question for exceeding the original estimate in respect of twins and a sum of Rs. 15,000/- charged in excess, must be refunded at once.

Coming back to the mother, there had been post surgical complication. Even if we give full credence to the contention of the CE that such complication was known complication particularly in a case of Caesarean in a case of IVF delivery there could not be more than 100 per cent escalation.



We permit the CE to retain 2.12 lakhs and refund the balance at once.

The amount thus comes to Rs. 88,000/- that we direct refund to the complainant on sharing of his bank details.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

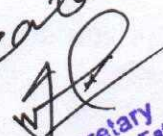
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission