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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:WBCERC/MAL/10/2025-26

Mr. Sanjib Mondal..... Complainant

vs

Dishari Health Point Pvt. Ltd.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	02/05/2025	<p>The complaint would relate to additional sum of Rs. 13,574/- recovered from the complainant in a case of cashless WBHS admission.</p> <p>The CE has given explanation with break-up.</p> <p>They charged the said amount on four heads as follows:-</p> <p>i) Investigations - Rs. 2,190/-</p> <p>ii) Consumable - Rs. 4,678/-</p> <p>iii) Physiotherapy - Rs. 4,665/-</p> <p>iv) Food - Rs. 2,040/-</p>






i) The CE charged for investigation that were not permissible to be included in the bill to be submitted to WBHS. ECG was not covered by the scheme; repeat CRP within 72 hours was not permissible and Sodium and Potassium charges were not permissible when ABG was charged separately.

We feel, decision taken by the concerned physician on this count should be final and he would be the best person to clarify the issue.

We direct the CE to set apart Rs. 2,190/- and submit clarification from the concerned physician with the WBHS authority with a copy to us.

In case the clarification is plausible the amount would be allowed and appropriate reimbursement would be given to the complainant.



ii) Since consumable was outside the scope of the scheme the patient would be entitled to 20 percent discount amounting to Rs. 938/- that we direct the CE to refund to the complainant.

iii) Rs. 4,665/- was charged for physiotherapy that was quite on the higher side.

iv) Rs. 2,440/- was charged for extra food amount. The patient was admitted for 9 days. The companion was also staying with the patient hence, the extra amount for food was payable by the patient.

Taking a sum total we feel, a sum of Rs. 3,574/- be refunded at once to the complainant.

The CE would be retaining the balance amount of Rs. 10,000/- out of which Rs. 2,190/- is set apart pending decision by the WBHS authority.



The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

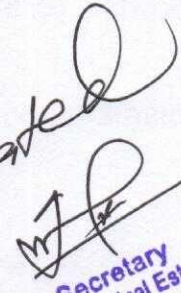
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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