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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/NOR/65/2025-26

Mr. Subrata Biswas Complainant

vs

Jeebandeep Nursing Home, Bongaon **ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	18/06/2025	<p>The complaint would relate to non-submission of bill and/or receipt although the complainant paid the entire amount before discharge.</p> <p>The patient had surgical intervention for which he was admitted at Jeebandeep Nursing Home under a package of Rs. 35,000/- and actual cost of medicine. The patient was discharged on May 4, 2025.</p> <p>The complainant would contend, although he paid Rs. 35,000/- to the hospital he was not given any bill and/or receipt for the same. As a result he could not claim reimbursement from the Insurance under the mediclaim policy that he is having.</p> <p>The nursing home is present online. They have</p>

given a response along with break-up bill. According to them, they received Rs. 23,800/- that too from a third party whom the complainant paid.

The nursing home has also given diverse receipts aggregating to Rs. 35,183/-.

The complainant would contend, since the hospital demanded Rs. 35,000/- in cash before discharge and that too without any receipt he insisted for online payment. The hospital asked him to transfer the amount to a pathological collection centre running from the same premises.

The hospital could not give any plausible answer as to why the bill was not given at the time of discharge.

We find, there is no dispute with regard to the quantum. The complainant would contend, he paid Rs. 35,000/- whereas the hospital has submitted bills totalling Rs. 35,183/- that would however exclude the medicine bills that have been separately forwarded to the patient.

The complainant would contend, even if the bill is

given now he would not be able to any claim from the insurance as the stipulated period of 30 days is over.

The complainant paid the amount by money transfer on May 4, 2025 that we find from the photocopy submitted along with complainant. The hospital sent response on June 6, 2025. They forwarded the bills on June 6, 2025 that is admittedly beyond 30 days of initial payment. We permit the complainant to approach the insurance company for reimbursement and in case the insurance company is approached we hope and trust, they would consider the bill on merits.

In case the claim is rejected on the ground of delay the hospital would be liable to pay the amount to the complainant.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

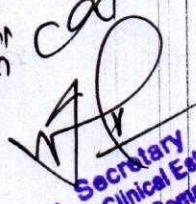
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenⁿ call

Secretary
West Bengal Clinical Establishment
Regulatory Commission