

6

Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: WBCERC/NOR/98/2025-26

Ms. Tapati Roy Complainant
vs

ILS Hospital, Saltlake Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|---|
| | 1. | 09/07/2025 | <p>The complaint would relate to billing in a case of insurance admission.</p> <p>Two admissions were involved herein.</p> <p>In case of first admission, a sum of Rs. 20,043/- was realised from the patient whereas the TPA sanctioned Rs. 19,503/-.</p> <p>In case of second admission, a sum of Rs. 59,198/- was realised whereas the TPA sanctioned Rs. 57,510/-.</p> <p>The differential amount of Rs. 2,228/- realised in excess, must be refunded at once on sharing of</p> |



Case Reference: WBCERC/NOR/98/2025-26



her bank details.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member


Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authentic


Secretary
West Bengal Clinical Establishment
Regulatory Commission

SR