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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/NOR/122/2025-26

Ms. Ritu Shrimali..... Complainant

vs

ILS Hospital, Dumdum.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/08/ 2025	<p>The complaint would relate to billing.</p> <p>The complainant was admitted for delivery with an estimate of Rs. 1,46,100/- for four days stay. The complainant gave birth to a girl child through LUCS delivery. Both the mother and the daughter were found well and they were discharged one day prior to the estimated date of discharge. Yet, the CE billed Rs. 1,57,686/- that would be in excess of Rs. 11,586/- from the estimate.</p> <p>The complainant has come as against the bill.</p>





She has pointed out discrepancy that would be ex facie apparent from the bill. Since it is a case of planned admission through agreed estimate we need not go into the details of the billing.

We feel interest of justice would be sub served if we direct refund of the excess amount of Rs. 11,586/-.

Mr. Boispayan Mukherjee, representing the CE along with the Medical Superintendent, would agree to refund the said sum on sharing of the bank details by the complainant.

Before we part with, we wish to point out that one of the issues raised by the complainant was "pre-anaesthesia check-up." It was charged for Rs. 2,650/-. Admittedly, no pre anaesthesia check-up was done before admission. The CE, in their response, would admit that it was done on the day

of surgery that is not advisable in a case of planned surgery. The CE must see to, there is no such recurrence.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

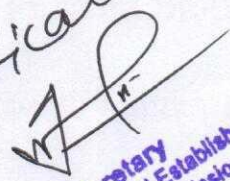
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission