

Case Reference: **WBCERC/KOL/136/2025-26**

Mr. Subroto Das..... Complainant

vs

Kasturi Das Memorial Superspeciality Hospital.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	08/09/2025	<p>The complaint would relate to billing in a case of covid treatment in 2021.</p> <p>The complainant has approached us approximately after four years. He would contend that the issue was being escalated through his employer.Hence, the delay.</p> <p>The complainant is working under WBSEDCL.</p> <p>By a letter dated April 1, 2022 the company already raised objection with regard to exorbitant billing.However, the hospital did not answer the</p>

same. As a result, the employer has realised the amount that the complainant borrowed for his treatment from his employer.

The Learned Advocate representing the CE, would contend that since there was no tie-up with WBSEDCL at the time of admission of the patient the patient was treated on cash mode and billed according to their tariff.

We have considered the bill. The hospital has charged Rs. 20,000/- on account of biomedical waste as also Rs. 7,000/- on account of meal provided to the patient.

Both the services are in-built in case of in-house admission.

We direct the CE to refund the said sum of Rs. 27,000/- to the complainant at once on sharing of his bank details.





The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authentic

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission