

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: WBCERC/WMID/172/2025-26**

Pritam Samanta ..... Complainant

vs

Mother Nursing Home, West Midnapur.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	10/10/2025	<p>The complaint would relate to refusal to allow payment through online mode.</p> <p>According to the complainant, he was charged Rs. 2605/- that he wanted to pay through online. He was refused although another patient was allowed to pay using online mode. Hence, this complaint.</p> <p>The CE is present online. The CE has given their response. According to the them, the complainant was charged Rs. 2605/-. On his request the bill was reduced to Rs. 2500/- giving</p>






		<p>discount of Rs. 105/-. Since the bill was discounted he was asked to in cash.</p> <p>Such procedure is not only unethical but also illegal.</p> <p>The CE is directed to send a letter of regret to the complainant within a week from date.</p> <p>The CE is also directed to display a board at the billing desk by informing all concerned that payment would be accepted either in cash mode or online mode as per the option of the patient/patient relative.</p> <p>Such display must be made by this week and a photograph must be sent to the Commission within a week from date.</p> <p>The complaint is disposed of accordingly.</p> <p>Sd/- The Hon'ble Chairperson</p>
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