

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/PAB/197/2025-26

Mr. Debasis Ghosh Complainant

vs

Mission Hospital, Durgapur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	17/10/2025	<p>The complaint would relate to billing in a case of WBHS beneficiary.</p> <p>The patient attended emergency when she was advised immediate surgery. The patient was ultimately discharged after cure.</p> <p>The CE billed Rs. 6,21,976/- of which he was allowed to cashless benefit for Rs. 2,00,000/- under the WBHS compelling him to pay Rs. 2,21,976/- to the CE that he would be entitled for reimbursement from his employer.</p> <p>The complainant would contend, apart from this amount the CE separately billed three implants used in</p>



the surgery procedure that were disallowed by the WBHS. The amount would be Rs. 68,823.58/-.

Mr Avik Roy, representing Finance Department, Medical Cell, would submit, CE initially asked for pre-authorisation. They granted pre-authorisation save and except three items being two staplers and legasure used in the procedure.

We have heard the parties at length. We have considered the issue.

Our expert Dr. Kaushik Bhattacharya of IPGMER is present to assist us.,

According to Dr. Bhattacharya, considering the age of the patient and the gravity of the situation those two staplers were necessary and were accordingly used.

We direct the authority to sanction Rs. 60,270 /- for the implants mentioned above, as a special case. The complainant would be entitled to ask for reimbursement of this amount from his employer.

We make it clear, we have passed this order considering the case in hand. It must not be used as a precedence.

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

Authentic copy

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission