

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/NPG/2025/016

Ms. Banani Roy Complainant

vs

Woodlands Hospital.....Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|--|
| | 1. | 01/12/2025 | <p>The complaint was disposed of by an order dated May 30, 2025 by directing the CE to keep a sum of Rs. 3,55,390/- in a suitable interest bearing fixed deposit in any National Bank. We also granted liberty to bring the issue for a logical conclusion before the Ombudsman Insurance.</p> <p>The CE approached the Ombudsman Insurance. However, they did not get any favourable result. Ultimately, they decided to refund the money to the complainant and had already refunded Rs. 3,14,408/- after retaining the GST component and re-imbursed amount of Rs. 43,013/-.</p> <p>Today, the matter has come for clarification at</p> |



the instance of the CE. They would submit, since the GST component had already been paid to the Government they should be exonerated for refunding the said sum. Similarly, they are entitled to get credit of Rs. 43,013 /- directly re-imbursed by the Insurance Company to the complainant.

They have already refunded the balance amount of Rs. 3,14,408/- to the complainant.

The complainant is over phone. She would submit, the CE did not make any fixed deposit as directed. Had it been done so, the complainant could have been entitled to the proceeds thereof.

Mr. Ajay Singh, representing the CE, would submit, the disputed question was adjudicated by the Commission vide order dated May 30, 2025. As per liberty, they already approached Ombudsman Insurance however, they could not get any favourable result. They wanted to draw a logical conclusion by refunding the entire sum as involved in the process hence, the interest

component should be waived.

At this juncture, the complainant does not insist upon payment of interest.

The issue is resolved 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/-

Smt Madhabi Das – Member

Authenticated
WJL

Secretary
West Bengal Clinical Establishment
Regulatory Commission