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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/226/2025-26

Mr. Deepanjan Das Complainant

vs

Ashok Nursing Home and Healthcare Pvt. Ltd.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/12/2025	<p>The complaint would relate to billing.</p> <p>The patient was admitted at the nursing home on being recommended by the concerned Gynaecologist Dr. Ranjit Chakraborty. According to the complainant, at the time of admission, Dr. Chakraborty gave an estimate of Rs. 70,000/- however, he had to pay Rs. 93,766/- which was quite exorbitant.</p> <p>The CE would contend, the complainant approached them over phone when they gave an estimate of Rs. 14,000/- as nursing home charges.</p>



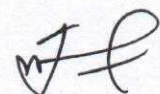
The estimate given by them over phone, did not cross the limit.

Issue would relate to the surgeon fee and the Anaesthetist fee amounting to Rs. 75,000/- and 8,000/- respectively.

The CE would contend, they do not have any responsibility with regard to surgeon fee and Anaesthetist fee. According to them, they were happy with the amount that they realised from the patient as hospital bill. Since the patient came through Dr. Chakraborty they acted as a recovery agent on behalf of the Dr. Chakraborty and the concerned Anaesthetist and soon after receipt of the money they forwarded it to the concerned doctors.

We have considered the issue. The hospital bill has been reasonably made and we do not find





any scope of interference.

The Gynaecologist and the Anaesthetist are not within our domain. The complainant would be free to approach appropriate authority for the same.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

SmtMadhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission