

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/HOW/241/2025-26

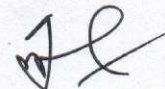
Mr. Ayush Ranjan Pandey..... Complainant

vs

G D Hospital & Diabetes Institute.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	07/01/2026	<p>The complaint would relate to billing.</p> <p>The CE has given their response. They have admitted that the complainant was not given any discount on medicine and consumable. They have agreed to refund Rs. 569/- on account of medicine discount and Rs. 1,870/- on account of consumable.</p> <p>The complainant is directed to share his bank details so that the above two amounts are transferred to him immediately.</p> <p>The complainant has also raised issue that the hospital has composite tariff for health package where</p>



investigations cost is capped for RS. 7,999/- whereas in this case the patient was charged Rs. 18,635/- on account of pathological tests.

The CE has justified their bill on that count. According to them, the health package tariff is only for OPD patients. It is a promotional package that cannot be made applicable to in-house patients.

The complainant would also raise issue, when he asked for break-up of the bill the hospital refused.

The hospital, in response to the complaint, has given a detailed break-up bill.

We have considered the bill. We do not find any further scope of interference on that score.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member



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Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission