

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:WBCERC/EMID/233/2025-26

Mr. Shuvabrata Bhunia Complainant

vs

CMS Hospital, Tamluk.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	05/01/2026	<p>The complaint would mainly relate to billing in a case of WBHS admission.</p> <p>We have gone through the response given by the CE.</p> <p>On our request, Mr. Avik Roy is present online on behalf of the Medical Cell, State of West Bengal.</p> <p>It appears that a sum of Rs. 3,644/- was admissible that was wrongly realised from the complainant.</p> <p>Mr. Roy would assure, the said sum of Rs. 3,644/- would be reimbursed to the beneficiary. Apart from the bill raised by the CE, CE has realised Rs. 30,000/- as an</p>



		<p>additional expense which they were not entitled to.</p> <p>We direct the CE to refund Rs. 26,356/- (after retaining Rs. 3,644/- from Rs. 30,000/-) within a week from the date of sharing of the bank details by the complainant.</p> <p>The complainant has also raised issue of medical negligence.</p> <p>We do not have any details in the complaint.</p> <p>The complainant would be at liberty to raise his grievance supported by appropriate evidence before appropriate forum, if he so desires.</p> <p>We also caution the CE, in a case of WBHS admission the bill should be exhaustive and there cannot be additional payment realised for the patient or the patient relatives.</p> <p>The complaint is disposed of accordingly.</p> <p>Sd/- The Hon'ble Chairperson</p>
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