

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: WBCERC/HOW/278/2025-26**

Mr. Rajib Sen..... Complainant

vs

Narayana Multispeciality Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	18/03/2026	<p>The complaint would relate to billing. On January 28, 2026 the 77 years old female patient was admitted through Emergency with the history of hypoglycaemia. According to the complainant, the son of the patient, the patient did not require ICU support. CE admitted him in ICU only for the purpose of making exorbitant billing.</p> <p>On January 29, 2026 the patient was discharged under LAMA upon payment of an amount to Rs. 62,083.26 /-, less the discount of</p>



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Rs. 2,850.37/-.

We have heard the parties. We have examined the record.

According to the CE, at the time of admission, the patient experienced an episode of desaturation with oxygen saturation dropping to 89 percent. Even after giving oxygen support saturation level could be increased upto 94 percent only.

The Emergency Medical Officer thought it fit to transfer the patient to ICU. Such decision could only be questioned before an appropriate authority. The complainant would be free to do so if he so desires.

We have examined the bill. We feel, a sum of Rs. 5,356 /- have been charged in excess.

Mr. Ghosh, representing the CE would

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submit, Rs. 2,850/- has already been discounted.

Let the CE refund the balance amount amounting to Rs. 2,506/- to the complainant on sharing of bank details.

The complaint is disposed of 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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission