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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/PUB/289/2025-26

Sk Shanawaz Alam Complainant

vs

Peerless Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	18/03/2026	<p>The complaint would relate to billing.</p> <p>The complainant has raised issues on two counts: consumable and investigation cost.</p> <p>It appears that the hospital has charges Rs. 45,167.50/- on consumable that should attract 20 per cent discount.</p> <p>The CE has charged Rs. 1,62,760/- as the investigation cost.</p> <p>We have examined the bill. We find, it is not only exorbitant but also, in some cases, without</p>


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any basis whatsoever.

In course of hearing, in deference to the desire of the Commission, CE has agreed to refund Rs. 62,760/- on account of investigation as also give 20 per cent discount on consumable that would amount to Rs. 9,033.50/-.

We direct the complainant to share his bank details with the CE so that the aggregate amount of Rs. 71,793/- could be refunded to him at once.

The CE is directed to send a copy of the total investigation tariff with the Commission giving justification of the tariff, specially in case of CRP, ABG, CH, K+, Na+ and LFT for further scrutiny by the Commission.

The complaint is disposed of accordingly.

Sd/-
The Hon'ble Chairperson



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Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan La ISaha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authentic
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission