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Office of the West Bengal Clinical Establishment Regulatory Commission  
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**Case Reference:WBCERC/HOW/5/2026-27**

Ms. Puja Kankrania..... Complainants

vs

ILS Hospital, Howrah.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	13/05/2026	<p>The complaint would relate to billing. CE has excessively charged for consumables which are not covered by the insurance.</p> <p>We have gone through the bill and the Insurance deduction memo.</p> <p>The complainant would contend, those items are available in the market at a much lower rate.</p> <p>The CE could not give any plausible</p>

*B*

*JF*

explanation.

Since the complainant is covered by the insurance policy it would be prudent for us to give her liberty to approach the Ombudsman Insurance for the same.

Rs, 7,310/- was kept outside the policy as non-medical expenses. The CE has agreed to give discount of 20 percent amounting to Rs. 1,462/-.

Let the complainant share her bank details with the CE so that money could be refunded to her at once.

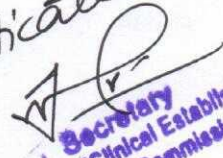
The complaint is disposed of accordingly.

Sd/-  
The Hon'ble Chairperson

Sd/-  
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-  
Dr. Maitrayee Banerjee – Member

Sd/-  
Smt Madhabi Das – Member

*Authenticated*  
  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission