

10
Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: WBCERC/KOL/22/2026-27

Mr. Omprakash Gupta Complainant

vs

Spandan Hospital, Teghoria.....Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|--|
| | 1. | 29/05/2026 | <p>The complaint would relate to billing in a case of insurance admission.</p> <p>The patient was treated under a composite package of Rs. 60,000/- covered by the insurance policy. According to the CE, apart from the package amount non medical expenses were billed for Rs. 8,751/- out of which the CE charged only Rs. 5,000/-.</p> |





The complainant would contend, since it is a composite policy everything should be included in the policy and the CE must not have charged additional amount moreover, they were obliged to give detailed break up bill that they refused.

Dr. Partha Pratim Ghosh, representing the CE, would submit, since it is a composite package admission there is no scope for giving any detailed breakup. They have charged only Rs. 5,000/- for non medical expenses.

The complainant would contend, he also complained to the insurance company who assured that the additional amount charged



by the CE would be refunded back.

When a patient is admitted through insurance policy having composite package there would be no scope for giving any detailed breakup bill.

In deference to the desire of the Commission Dr. Ghosh has agreed to refund the said sum of Rs. 5,000/- to the complainant.

The complainant is directed to share his bank details so that the money could be refunded to him at once.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson



Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

W.B.
Secretary
West Bengal Clinical Establishment
Regulatory Commission

SB