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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/PAB/121/2026-27

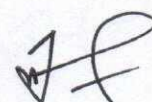
Ms. Sonam Singh..... Complainant

vs

Health World Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	I.	22/07/2026	Despite notice, the complainant is absent although the CE is represented by Dr. Ranjan Mukherjee. The complaint would principally relate to billing in a case of Insurance admission. It appears that a sum of Rs. 18,462/- has been realised by the CE from the complainant although the TPA fixed a liability of the insured at Rs. 7,351.73/- hence, we find a sum of Rs. 8,449/- has been realised in



excess. Representative of the CE would contend, they were not satisfied with the authorisation and as such they have already taken up the issue with the Insurance.

Let them pursue their claim before the Insurance. However, the complainant is not obliged to pay any money over and above the authorised sanction.

We direct the CE to refund Rs. 8,449/- to the complainant. The complainant is directed to share his bank details so that the CE can refund the amount at once.

We grant liberty to the CE to continue their escalation with regard to their claim with the Insurance.

The complainant is also directed to render



all necessary assistance that the CE would need as and when asked for.

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/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission