

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: KOL/2018/000512

Mrs. Jharna Guha..... Complainant

vs

Ashok Nursing Home and Healthcare Pvt. Ltd..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/06/2019	<p>The complaint would pertain to billing dispute. The petitioner would allege, the nursing home authority is also running a diagnostic centre that would offer 15% discount in case of any investigation done by a senior citizen. However, such facility is not extended to in-house patient. They would also complain, the hospital authority is charging pharmacy items at MRP and that too, inclusive of GST, although they claimed, GST was not applicable in case of in-house patient.</p> <p>We have heard the parties at length. The clinical establishment are offering discount that is available to the senior citizen, also for the in-house patient. On pharmacy bills, they are also giving 10% discount.</p> <p>Whether GST is applicable for in-house patient or not, is a question to be determined by the appropriate revenue authority. The petitioner is at liberty to approach the appropriate revenue authority in this regard.</p> <p>We direct the clinical establishment to pay a sum of Rs.6,000/- on account of pharmacy bill discount and a sum of Rs.3600/- on account of diagnostic discount aggregating to Rs.9,600/-. Mr. Subhodip Mondal, the representative of the clinical establishment is present. He assures, the cheque for the identical amount would be sent to the petitioner by speed post.</p>

The complaint is thus disposed of.

Sd/-

Hon'ble Chairperson

Sd/-

Dr. Sukumar Mukherjee, Member

Sd/-

Dr. Gopal Krishna Dhali, Member

Sd/-

Dr. Madhusudan Banerjee, Member

Authenticated
[Signature]

ARSHAD HASAN WARSI
WBCS (Ex)
Secretary
West Bengal Clinical Establishment
Regulatory Commission
&
Joint Secretary
Health & F.W. Department