

Office of the West Bengal Clinical Establishment Regulatory Commission  
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**Case Reference: KOL/2019/000564/000565/000566/000568/000582**

**Bhaskar Mitra ..... Complainant**

**vs**

**Narayana Multispeciality Hospital (A Unit of Narayana Hrudaylalya Pvt.Ltd).....  
Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	2.	19/06/2019	<p>This complaint would relate to overbilling.</p> <p>Before we go into the issue, we would be failing in our duty if we do not appreciate the strenuous effort of the petitioner in pointing out each and every flaw, that according to him, surfaced in the bill raised by the clinical establishment. He has also prepared a comparative chart of the charges that the clinical establishment charged in respect of pathological test done at their laboratory and the prevalent charges for the identical examination in different diagnostic centres including Doctor Lal's Pathological laboratory. The Hospital Authority would contend, they have already given discount in respect of pharmacy item and consumables. They have also given substantial discount by their package in respect of diagnostic examination.</p> <p>We have considered the rival contentions. In our view, although,</p>



		<p>we find that the clinical establishment has given discount in respect of pharmacy item they must take into account the grievance of the petitioner that he has already identified in his comparative chart handed over to us with a copy to the clinical establishment. We hope, the institution would take into account such anomaly and cure their system of billing, so that we are not confronted with identical complaint in future.</p>
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Coming to the issue in hand, we feel, interest of justice would be sub served, if we direct a further discount of Rs.10, 000/- lump sum, that the clinical establishment would extend to the petitioner within a period of two weeks from date.

The petitioner would contend, he has approached us not for any financial compensation, his grievance is on principle. We direct the clinical establishment to pay the said sum by account payee cheque and send it to the petitioner by speed post at his recorded address. The complaint is disposed of.

At this juncture, the petitioner would submit, he would have complain as to whether the medicines prescribed by the doctor were apt or superfluous. Let him approach appropriate forum to question such issue if he desires to do so.

Sd/-

Hon'ble Chairperson

*Authenticated*



			<p>Sd/-</p> <p>Dr. Sukumar Mukherjee, Member</p> <p>Sd/-</p> <p>Dr. Gopal Krishna Dhali, Member</p> <p>Sd/-</p> <p>Dr. Madhusudan Banerjee, Member</p>
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*Authenticated*

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