

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: NPG/2018/000426

Dr. Uma Ganguly Banerjee Complainant

vs

Apollo Gleneagles Hospital Ltd..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	25/06/2019	<p>The patient has come with the complaint before us on billing. According to her, she was admitted in the clinical establishment for less than twenty four hours and the establishment charged her Rs. 76073/- that according to her, is astronomical.</p> <p>We have examined the bill. We find, she was charged for two days in ICU at the rate of Rs.9500/- although, Dr.Basu, representing the clinical establishment, would agree with us, she was there for less than twenty four hours. Hence, we feel, the clinical establishment must refund the said sum that was charged for an additional day.</p> <p>We have also noticed, the establishment charged medicine at MRP. We are taking a uniform stand in billing dispute where we observe, the clinical establishment either would give appropriate discount on the medicine or give the patient party an option to buy medicine from outside.</p> <p>We also notice, the consultant charged a sum of Rs.2100/- and there was no referral for which the another Doctor's consultation charges were included that too, twice, as we find from the bill.</p> <p>We feel, interest of justice would be subserved, if we direct the clinical establishment to refund a sum of Rs.16,000/- to the petitioner within a period of</p>

two weeks from date.

The complaint is disposed of. Amount be sent to the petitioner through account payee cheque at her recorded address.

Sd/-
The Hon'ble Chairperson

Sd/-
Dr.Makhan Lal Saha, Member

Sd/-
Dr. Madhusudan Banerjee, Member

Sd/-
Dr.Maitrayee Banerjee, Member

Authentic

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