

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: COO/2018/000282

Mrs. Banti Das Barui..... Complainant

VS

**Rabindranath Tagore International Institute of Cardiac Sciences (Unit of Narayana
Hrudayalaya Ltd.)..... Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	.	13/08/2019	<p>This case would relate to billing dispute pending since 2018. The complainant was absent at the first hearing held on 18th February 2018, she is also absent today.</p> <p>The complainant was admitted in the hospital for myomectomy. She was initially asked to pay a sum of Rs.65,000 as a package. The complainant would allege, once, she informed the hospital about her mediclaim policy, the bill rose up to Rs.85,800. The representative of the clinical establishment, Mr. Sumanta Ghosh, DGM, Legal, would however, contend due to surgical complication, the hospital could not restrict the bill on the basis of package and ultimately the amount rose up to Rs.95,300. However, the hospital gave discount and the patient had to pay Rs.85,800.</p> <p>Although the complainant is absent, we have examined the bill in detail. We feel, interest of justice would be subserved, if we direct refund of a sum of Rs.10,000 to the complainant. Mr. Ghosh would pray for two weeks time to pay. Let this money be sent to the complainant by speed post through Pay Order. The hospital is also directed to file a report of compliance to us thereafter.</p>



		<p>The complaint is disposed of accordingly.</p> <p>Sd/- Hon'ble Chairperson</p> <p>Sd/- Dr. Sukumar Mukherjee, Member</p> <p>Sd/- Dr. Makhanlal Saha, Member</p> <p>Sd/- Prof. (Dr.) Debasish Bhattacharya, Member</p> <p><i>Authenticated</i></p> <p><i>[Signature]</i></p>
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ARSHAD HASAN WARS!
 WBCS (Ex)
 Secretary
 West Bengal Clinical Establishment
 Regulatory Commission
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 Joint Secretary
 Health & F.W. Department