

Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: INT/KOL/2020/25

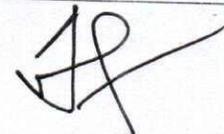
Amarendra Kumar Rai..... Complainant

vs

Zenith Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	31/07/2020	<p>We have heard the parties in detail. The complaint would relate to billing issue. According to the complainant, although he was charged for PPE, the Hospital charged separately for two sanitizers, twenty three gloves and four masks that, according to him were not payable. We have heard the parties in detail. We feel, interest of justice would be sub served if we permit the clinical establishment to charge a sum of Rs. 1000/- per day for non-medical expense that would include PPE, sanitizers, hand gloves, and N-95 masks. We are told, patient was admitted for 6 days hence, the hospital must revise the bill and charge Rs. Six thousand only for non-medical expense and deduct any amount that was charged on account of PPE, hand gloves, sanitizer and N-95 Mask and refund the excess amount to the patient party immediately on receipt of the bank details that the patient party would send within a week from date.</p> <p>The complaint is disposed of accordingly.</p> <p>Sd/- The Hon'ble Chairperson</p>



Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) MakhanLal Saha – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Sri S. K. Thade, IAS - Member

ARSHAD HASAN WARSI
Secretary
W. B. C. E. R. C.

Authenticated

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