

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/HOW/2022/019**

Mr. Aloke Hait ..... Complainant

VS

The Calcutta Medical Research Institute..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	07/02/2022	<p>This complaint would relate to billing. The patient was admitted for five days whereas he was charged for six days accommodation. The complainant would contend, ICU charge was taken for two days at the rate of Rs.9,000/- . Hence, appropriate discount should be made on that basis. We feel, interest of justice would be sub-served if we deduct the last day charge being Rs.3,500/-</p> <p>Investigations have been charged in excess to the extent of Rs.10501/- violating our Advisory. Medicine and consumable have been given discount however, there are consumable items included in the medicine bill hence, the medicine bill should be discounted at the rate</p>

of 15%. On that count, a sum of Rs.810/- is payable.  
The total amount would come to Rs.14811/- .

The complainant is directed to share her bank details so that money could be refunded to her at once.

Before parting with, it would not be out of place to mention, earlier in the case of Mr. Biswajit Manna and Ms. Sabnam Banu the CE was cautioned with regard to excess billing violating our Advisory. This is the third complaint on the identical issue. We impose a fine of Rs. 5,000/- to be deposited with the Commission Office at once.

The complaint is disposed of.

Sd/-  
The Hon'ble Chairperson

Sd/-  
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-  
Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-  
Dr. Maitrayee Banerjee – Member

Sd/-  
Smt Madhabi Das – Member

*Authenticated*  
*[Signature]*  
ARSHAD HASAN WARSI  
Secretary  
W. B. C. E. R. C.