

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/2022/025

Mr. Manas Bhattacharyya Complainant

vs

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

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	09/02/2022	<p>The complaint would relate to exorbitant billing in violation of our Advisory issued from time to time. Pertinent to note, there had been about 18 complaints during covid regime against this particular CE those would include exorbitant billing. Recently, we cautioned the CE in the case of Mr. Biswajit Manna and Ms. Sabnam Bano by our orders dated June 24, 2021 and December 27, 2021 respectively, even then, the CE is bent upon to carry on with their system of exorbitant billing.</p> <p>Pertinent to note, this particular patient was admitted on December 31, 2021 and was discharged against LAMA on January 14, 2022. The patient was</p>



		<p>admitted late at night on 31st December, even that day has been charged at the rate of Rs.9,000/- in blatant violation of our Advisory where we specifically mentioned, unless 24 hours time is spent one day bed charge cannot be levied.</p> <p>There are violations with regard to high priced drugs.</p> <p>We have examined the bill, a sum of Rs.80,667/- have been charged in excess. We have shared our calculation sheet with the parties through whats app in course of hearing.</p> <p>Mr. Ayan Chatterjee, Senior legal executive of CK Birla group running the hospital would contend, they would need some time to change their soft ware programme. We wish, they would do so in the near future however, the present violation cannot be ignored. We impose a penalty of Rs. 50,000/- as against the CE that should be deposited with our Office within two weeks from date.</p> <p>The complainant is directed to share his bank details</p>
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so that the CE could refund the excess amount of Rs. 80,667/- at once.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

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