

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/HGY/2022/027

Ms. Samarpita Kar Complainant

vs

Zenith Super Specialty Hospital Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	09/02/2022	<p>The complaint relates to exorbitant billing in a case of package surgery in umbilical hernia. The complainant would contend, although the CE asked for insurance approval for Rs.86,000/- they assured the complainant that the overall estimate would be Rs. 1.1 lacs to Rs. 1.2 lacs. However, at the time of discharge they billed a sum of Rs. 1.5 lacs. The CE would contend, the difference was because of price of the implant required for the surgery. We find that those equipments were supplied at MRP. It is common knowledge of all that those items would have a huge difference from the actual pricing. Be that as it may, the complainant agreed to go for surgery with an estimate of Rs. 1.2 lacs hence, we direct the CE</p>



to refund excess amount of Rs. 30,000/- over and above the said sum of Rs. 1.2 lacs.

Ms. Joyati Chowdhury Learned advocate represents the CE. She prays for a month's time to pay the said sum. Such prayer is allowed.

The complainant is directed to share her bank details with the CE so that the money could be refunded to her within a month from date.

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
[Signature]
ARSHAD HASAN WARS!
Secretary
W. B. C. E. R. C.