

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2022/043

Mr. Amit Basu Complainant

vs

Arogya Marternity and Nursing Home..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	25/02/2022	<p>The complaint would relate to excessive billing. We sent a copy of the complaint to the CE and asked for response. However, on receipt of the response we find, the case had a twist. According to the CE, they would admit, the total bill was Rs. 1,39,629.80/- out of which the insurance approval(TPA) was given for Rs. 1,345843/-. Hence, a sum of Rs. 1,787/- was due and payable by the party. They collected the balance amount from the patient party after giving discount of Rs. 3,300/- from the original bill.</p> <p>They would categorically contend “He made malicious allegation that we have collected Rs. 45,500/- out of bill, is denied by us”. On a plain reading of the</p>



response we feel, according to the CE, payment of Rs. 45,500/- in cash as contended by the complainant, is totally false. Significant to note, no copy of the response was ever shared with the patient party. At the time of hearing when we enquire, we come to know, copy was not given. We have directed the CE to send it immediately through Whatsapp. We have waited for a while, the CE has sent it and complainant is apprised of the said response.

At this juncture, Mr. Prosenjeet Halder , receptionist of the CE, representing the CE, would take a different stand from the response that has been sent to us. According to Mr. Halder, he would admit receipt of Rs. 25,000/- in cash.

According to the complainant, at the time of admission Rs. 25,000/- was taken in cash, further sum of Rs. 20,500/- was taken in cash at the time of discharge. The first cash deposit was against the receipt that was taken back by Mr. Halder. Hence, the complainant does not have any receipt for the total amount of Rs. 45,500 /-



or any part thereof and the CE would take advantage of the same.

Mr. Halder would admit, he has taken back the receipt. However, he would say, that was adjusted by refunding a sum of Rs. 23,213/- to the patient party.

The wife and daughter of the patient party who were present at the time of discharge, are also present before us. They would flatly deny such allegation. They would contend, at the time of discharge the receipt was taken back. They handed over the same in good faith. However, at the time of final settlement of the bill CE demanded further sum of Rs. 20,500/- and the patient party was compelled to pay as they were not releasing the patient.

The subject issue would have a criminal intent that could be effectively gone into by the Police Administration.

The concerned Deputy Commissioner of Police, Kolkata is requested to take up the issue and take it to a



logical conclusion upon intimation to us.

We make it clear, in case this issue is ultimately resolved as against the CE we would recommend disciplinary action as against the CE before the licensing authority.

The complaint is disposed of accordingly.

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

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