

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/KOL/2022/057

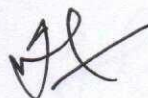
Mr. Chetan Chowdhury Complainant

vs

Apollo Multispeciality Hospital Ltd..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	11/03/2022	<p>The complaint would relate to medical negligence as well as billing. The patient was admitted for twelve days seven hours. The patient was billed Rs.11,21,665/- out of which a sum of Rs. 4.85 lakhs have been paid and for the balance sum of Rs. 6,36,665/- the CE has already initiated appropriate civil proceedings. The complainant would however contend, he paid Rs. 5,00,000/- and not Rs. 4.85 lakhs. In course of hearing, CE would admit, there had been some discrepancy. In fact, the CE received Rs. Five lakhs and the balance sum is still due and payable.</p> <p>We have examined the bill. We would find a sum of Rs. 9,26,760/- charged in excess. Moreover, we find CT,</p>



		<p>whole abdomen has been charged at the rate of Rs. 20,000/- that would be quite exorbitant. The patient was treated at ICCU yet, she was charged for three times intubation at the rate of Rs. 4,470 and that too, by the same Doctor who charged two visits at the rate of Rs. 850/- on the day of intubation.</p>
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On a sum total, we feel, a sum of Rs. 1,00,000/- must be deducted from the total bill.

Ms. Yoshodhara Ghosh, representing the CE, would submit, the balance sum is still due and payable. The CE is prepared to settle the bill even by giving further discount on humanitarian ground. However, the complainant is bent upon not to go for the same. The complainant would contend, he has no means to pay. He wanted adjustment of the balance amount against the Swasthya Sathi Card. CE would contend, that was not possible at that time.

We dispose of this complaint by observing, in case any civil proceeding is brought, the complainant would



be entitled to get benefit of Rs. 1,00,000/- that we have found charge in excess .

With such observation the complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission