

**Case Reference: INT/KOL/2022/133**

Mr. Madan Lal Patni ..... Complainant

vs

CMRI ..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	04/07/2022	The complaint would relate to excessive billing. On perusal of the complaint as well as the bill we have found justification in the complaint. By a letter dated June 15, 2022 we have asked the CE to give clarification on the issue. We have also shared our own calculation on that score. The CE, in their response, admitted the issue of excessive billing and offered further discount to the extent of Rs. 33,163/-. In addition to a sum of Rs. 13,500/- given at the time of settlement of the bill. The complainant had given a rejoinder. According to him, since the TPA cleared substantial part of his bill at his instance he should get benefit of the entire amount that was charged in excess. Pertinent to note, out of the total bill, a sum of Rs. 3,68,708 /- was cleared by TPA

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whereas the balance sum of Rs. 87,904/- was paid by the complainant.

In our view, proportionate payment that the complainant had made, would have appropriate benefit of the excess billing that we have calculated. The complainant wants the entire amount that is not permissible as our Advisory would be applicable only to the extent where the patient and / or the patient family had to pay. TPA payment is not included in such Advisory.

The complainant would also raise a further issue on high-end antibiotics. We have calculated, 47 antibiotics have been charged amounting to Rs. 71,486/-. According to him, such calculation is wrong It should be Rs. 1.31 lakhs.

Mr. Ayan Chatterjee, representing the CE, would assure us, they would verify the calculation. And If there is any mistake that would be taken care of.

We direct the CE to refund the said amount of Rs. 33,163/- to the complainant on sharing of his bank



  
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details.

We also direct the CE to verify the calculation. If there is any mistake further sum if any found to be payable, should also be transferred to the account of the complainant.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*

*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission