

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/KOL/2022/143**

Ms. Kakoli Bagchi ..... Complainant

vs

RSV Hospital, Kolkata..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	01/08/2022	<p>This complaint would relate to billing. We have examined the bill. The complainant would raise issue with regard to the bed charges that would be the absolute prerogative of the CE.</p> <p>So far the other part of the bill is concerned although she does not raise any objection we find a sum of Rs.15,075/- charged in excess in violation of our advisory. The CE already realised 28 per cent of the bill from the TPA under the Insurance Policy. The patient family paid 72 per cent of the bill that would amount to an excess of Rs. 10,800/-.</p> <p>In course of hearing Mr. S.S Roy representing the CE</p>



would volunteer to give Rs. 4000/- discount on bed charges amounting to Rs. 24,000/-. Taking into account the other excess amount of Rs. 10,800/- the amount would come to Rs. 34,800/-.

At the time of settlement of the bill Rs. 6,585/- had already been discounted. The CE is directed to pay the balance amount within two weeks from date.

The complainant is directed to share her bank details so that the money could be refunded to her as directed above.

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