

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2022/176

Mr. Sambhu Das Complainant

vs

AMRI, Mukundapur Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	23/09/2022	<p>This complaint would relate to billing. According to the complainant, he was given an estimation of Rs. 15,000/- – Rs. 20,000/- for treatment whereas the bill is shot up to Rs. 59,000/-.</p> <p>We have examined the bill. We have found Rs. 4016.50/- charged in excess.</p> <p>We direct the complainant to share his bank details with the CE so that money could be refunded at once.</p> <p>While hearing the complaint, we have come to know there has been harassment of patient family after discharge.</p> <p>We do not wish to deliberate on the trifle issue</p>

however, we caution the CE, they should bring their house in order so that this type of complaint does not recur.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
W.B.
Secretary
West Bengal Clinical Establishment
Regulatory Commission