

Office of the West Bengal Clinical Establishment Regulatory Commission

1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

**Case Reference:INT/NPG/2022/181**

Md. Ali Ansari ..... Complainant

vs

Sarada Seva Sadan Hospital Pvt. Ltd., Barackpore..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	17/10/2022	<p>The complaint would relate to exorbitant billing.</p> <p>The patient was too critical. The patient reached Emergency at 12 noon and died at the Emergency at 3 p.m. For three hours, the CE has billed for Rs. 29,000/-. After giving discount of Rs. 3,000/- CE realised Rs. 26,000/- that, in our view, was quite exorbitant.</p> <p>We direct refund of Rs. 13,000/-. The CE would ask for easy instalment.</p> <p>We permit the CE to pay Rs.5,000/- each for first two instalments and the balance Rs.3,000/- as and by of third and last instalment.</p>



The first instalment would be paid on or before November 1 2022 and thereafter on the first day of each succeeding months.

In default of payment of anyone instalment, the balance amount would become immediately due along with interest @ 7% p.a. on the defected sum calculated from the date of default until realisation.

The complainant is directed to share his bank details to the CE so that money could be transferred to his account.

The complaint is disposed of accordingly.

Sd/-  
The Hon'ble Chairperson

Sd/-  
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-  
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-  
Dr. Maitrayee Banerjee – Member

Sd/-  
Sri. Sutrittha Bhattacharya, IAS (Retd)- Member

*Authentic*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission