

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/SPG/2022/186**

Ms. Rubi Mukherjee ..... Complainant

vs

Ramkrishna Mission Seba Pratisthan, Hazra..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	17/10/2022	<p>The complaint would relate to billing.</p> <p>The patient was under care of the CE. A sum of Rs. 1.64 lakhs was billed out of which the CE, on the prayer of the complainant, discounted the bill to the extent of Rs. 20,000/- which was subsequently paid to the complainant as by that time she had cleared the entire bill.</p> <p>The complaint would relate to the break up of the bill that the complainant would require for submission of her insurance claim.</p> <p>The medi-claim policy was not disclosed earlier. On receipt of the complaint, the CE contacted the</p>

complainant and requested her to refund the discounted amount so that the detailed bill could be given. The complainant accordingly paid back the said sum of Rs. 20,000/-. The CE also gave details of the bills that would include certificate for package cost of Angioplasty and Angiography for Rs. 48,000/- and Rs.7,500/- respectively.

The CE would contend, the package cost is inclusive of all co-related treatment that is already mentioned in the certificate. So question of giving any further detailed break up on that count, does not arise.

So far as the other part of the bill is concerned, the CE would contend, they have already given details. They are prepared to give further more details if anything is pointed out to them.

The CE would assure, they would try to help the complainant to get her insurance claim. In case, despite joint efforts of the CE as well as complainant, the insurance claim is not entertained CE would consider

refund of the amount that the complainant has already deposited with the CE.

With such assurance we dispose of the complaint.

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

*Authenticated*

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