

Case Reference:INT/KOL/2023/024

Mr.Sourav Pal. Complainant

vs

AMRI, Salt lake.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	15/03/2023	<p>The complaint would relate to billing.</p> <p>The patient was admitted under WBHS. However, such status was not disclosed at the time of admission. At the time of discharge, CE declined to accept change of status of the patient and billed her as cash patient.</p> <p>Since it was an admission under WBHS it was incumbent upon the concerned employee to disclose his/her status at the time of admission and if not possible, within 24 hours of the admission that has not been done.</p> <p>We permit the complainant to apply for reimbursement from her employer.</p> <p>We also direct the CE to prepare a notional bill as per WBHS rate and give 50 per cent of the differential</p>

amount as refund to be sent to the complainant through bank account transfer.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Sri S. K. Thade, IAS (Retd) – Member

Sd/-

Smt. Damayanti Sen, IPS-Member

Sd/-

Smt Madhabi Das – Member

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]