

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:INT/NPG/2023/011

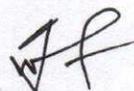
Mr. Arnab Paul Complainant

vs

Dewan Medicare Nursing Home and Diagnostic, B T Road, Kolkata.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	27/02/2023	<p>This complaint would relate to billing.</p> <p>We have examined the bill in detail. There were instances of overcharging to the extent of Rs. 16,055/-.</p> <p>The bill was cleared to the extent of two third amount under PPN package compelling the patient to pay one third of the bill. Hence, we feel, the patient would be entitled to one third of the excess amount as refunded.</p> <p>We direct refund of Rs. 5,300/- to the patient.</p> <p>The complainant would contend, he had made the payment. Let him share his bank details with the CE so that money could be refunded to him by the CE at once.</p>



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 Madhabi Das – Member

Authan Saha

[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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