

**Case Reference: INT/NPG/2023/052**

Mr. Birendra Kishore Bandyopadhyaya . .... Complainant

vs

Woodlands Multispecialty Hospital Ltd..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	13/04/2023	<p>This complaint would relate to excessive billing in a case of three days stay at the CE.</p> <p>The patient was admitted with the history of pain abdomen and had undergone surgery of uncomplicated Appendectomy. He was charged Rs. 1,79,562/-.</p> <p>The bill is not only excessive but also shocking and is a result of blatant violation of our Advisories.</p> <p>In course of hearing, Dr. Soumitra Chottopadhyay, the Deputy Medical Superintendent would volunteer to refund a sum of Rs. 79,562/- retaining Rs. 1,00,000/-, lump sum, for the treatment. He would also prey for seven days time to pay it off.</p> <p>We direct the complainant to share his bank details</p>





with Dr. Chottopadhyay so that they could transfer the money directly to his account.

We have examined the bill. There are various issues which need to be clarified by the CE. We would take it to our administrative side by giving adequate opportunity to the CE to explain to the quarries to be made by our Commission.

The complaint is disposed of accordingly save and except, thorough administrative enquiry as directed.

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/-

Smt Madhabi Das – Member

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

*[Handwritten mark]*