

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2023/054

Mr. Partha Pratim Chakraborty Complainant

vs

AMRI, Mukundapur..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	13/04/2023	<p>Despite notice the complainant is absent. Dr. Hazarika represents the CE.</p> <p>The complaint would relate to billing of an Air India ex-employee.</p> <p>According to the complainant, the bill is on the higher side. The CE has contended in their response, the patient was admitted under corporate category. He was billed at Air India rate with whom the hospital was having tie up. As per the Air India MOU they are obliged to take the burden of maximum 15 days treatment whereas the patient over stayed for about two months. The patient was billed on that basis.</p>

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02.05.23

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		<p>We have examined the bill. We find, as a cash patient, the patient was billed Rs. 1,23,316/- in excess. We have shared our calculation with the CE. We also noticed, there had been 34 physiotherapy procedure at the rate of Rs. 1500/- which is quite exorbitant.</p>
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We direct the CE to break the bill in two phases. The first 15 days bill should be at the Air India Rate for which the complainant would be getting reimbursement from Air India. From the 16th day onwards the patient has to be billed as a cash patient, strictly following our advisory or as per Air India rate, whichever would be more beneficial for the patient, and refund the excess amount accordingly.

We also request the management of the CE to reconsider the physiotherapy procedure rate as observed hereinbefore. In case they would feel otherwise they should transfer such benefit to the complainant as well.

The entire process must be completed within a period of fortnight from date and file a report of compliance with the Commission.

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/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission