

Case Reference: INT/KOL/2023/075

Mr. Indrajit Dass Complainant

vs

Manipal Hospital, Salt Lake..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	15/05/2023	<p>The complaint would relate to exorbitant billing.</p> <p>We have gone through the bill. We have shared the calculation sheet with the parties through Whatsapp. We find a sum of Rs. 11, 281/- overcharged.</p> <p>Mr. Banerjee, in his usual fairness, would offer refund of the said sum at once. We appreciate his gesture. We direct the complainant to share his bank details with the CE so that money could be refunded to him at once through his bank account.</p> <p>Before we part with, we cannot overlook that our Advisories have been performed in breach. Mr. Banerjee would submit, their software would not permit different modes of billing. According to him, 70 percent of their</p>

clients are covered by Medical Insurance that would be outside the domain of the Advisories. Out of the rest 30 percent of the clients, corporate clients would constitute 15 percent guided by Corporate Tie-up. They do treat cash patients constituting 15 percent. He is however not in a position to vouch whether each one of them have been given the benefit of the Advisories for last three years.

Since this violation is noticed by us for the first time we do not wish to impose any penalty. We caution the CE, they must see that each one of the cash patients is given the benefit of the Advisories.

We ask the CE to donate Rs. 50,000/- to "Bodhi Peet" Mentally Retarded Home at AQ-16, AQ Block, Sector-V, Bidhannagar, Kolkata-700091. Such payment would be made within a week from date.

The CE would be at liberty to use this payment under Corporate Social Responsibility for appropriate tax benefit.

The complaint is disposed of accordingly.



			<p>Sd/-</p> <p>The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticate</i></p> <p><i>[Signature]</i></p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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