

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/SPG/2023/093

Mr. Sanjeev Roy..... Complainant

vs

Narayan Memorial Hospital & Woodlands Hospital..... Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/06/2023	<p>The complaint would relate to billing. The patient was initially admitted at Narayan Memorial Hospital where the patient was charged Rs. 25,718/- extra. We have shared our calculation with the CE. Dr. S. P Chowdhury representing the CE, would assure, the said sum would be refunded to the complainant within a week from date.</p> <p>The patient was subsequently treated at Woodlands against whom the complainant has no grievance. He would contend, the second admission was necessitated due to wrong treatment at Narayan Memorial. Hence, the expenses incurred for the second admission should be reimbursed by Narayan.</p>

S. P. Chowdhury

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We are not impressed of such argument.

On our request, Woodlands has shared their detailed bill. As we do in other cases, we have examined the bill and found a sum of Rs. 51,591/- charged in excess. We have shared our calculation with the CE. We direct Woodlands to refund the said sum of Rs. 51,591/- to the complainant within a period of two weeks from date.

Before we part with we wish to record our displeasure as against Narayan Memorial Hospital which has started its journey in 2019. We have so far received 10 complaints as against them, out of which 6 complaints relate to billing. We hope and expect, they would update their billing procedure adhering to the Advisory issued from time to time by the Commission and they must see there would be no recurrence in future.

With regard to Woodlands, altogether 31 complaints have been received so far in last five years. 17 complaints have been disposed off in last three years out of which 9 complaints would relate to billing. From time

S. P. [Signature]

[Signature]

to time we have cautioned the CE. We have also imposed penalty on them in addition to the direction for refund.

Since the complainant has not come up with any specific grievance as against Woodlands we do not intend to impose any penalty in this case.

We hope and expect they would update their billing system so that we may not be compelled to impose further penalty on them in future.

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/-
Smt Madhabi Das – Member

Authenticatd
S.P. Das
Secretary
West Bengal Clinical Establishment
Regulatory Commission

