

Office of the West Bengal Clinical Establishment Regulatory Commission  
1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.  
Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

**Case Reference: INT/NPG/2023/095**

Ms. Sipra Saha ..... Complainant

vs

Renuka Eye Institute..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	06/06/2023	<p>The complaint would relate to excess billing. Facts would reveal, the patient approached for cataract surgery. He was properly counselled financially. The patient decided to go for a package of Rs. 32,800 out of which the TPA sanctioned Rs. 23,000/- leaving a balance sum of Rs. 9,800/- that the patient paid as agreed.</p> <p>The complainant has now come up with a grievance, the additional amount has been charged wrongly. The complainant would now contend, he wants a bill for total package of Rs. 32,800/- from the CE so that he can claim reimbursement from his employer.</p> <p>The surgery was done under a Mediclaim policy in which Rs. 23,000/- has already been realised by the CE.</p>

The patient paid only Rs. 9,800/- hence, the CE should not be compelled to give receipt for the entire amount of Rs. 32,800/- as if they recovered the full amount directly from the patient.

We do not find any scope to interfere.

The complaint is disposed of accordingly.

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

*Authenticated*  
*S.P. Mukherjee*  
*13/06/2023*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission