

**Case Reference: INT/KOL/2023/221**

Mr. Naresh Shah ..... Complainant

vs

Starling Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	21/12/2023	<p>The complaint would relate to refusal to give cash less facility in case of a medi-claim admission.</p> <p>We have perused the records. It appears that at the time of admission the patient had not produced medi-claim papers that was subsequently produced. The CE lodged the claim however, the TPA did not grant approval. Hence the complainant had to pay the entire bill on cash mode. We do not find any scope to interfere at this stage.</p> <p>The complainant would contend, they have not given any discount on medicine and consumable. Mr. Pyne, representing the CE would agree to pay Rs. 2,100/- as discount on that score.</p> <p>Let the complainant share his bank details with the CE so that money could be directly transferred to his account at</p>

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once.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

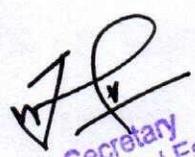
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Amberh'caled*  
  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

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