

Case Reference: INT/KOL/2023/236

Mr. Naba Kumar De Complainants

vs

ILS, Dumdum.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	11/01/2024	<p>The complaint would relate to treatment protocol as well as excessive billing.</p> <p>The treatment protocol is exclusively outside our domain. The CE has shared all medical records with the complainant yesterday. The complainant would be at liberty to approach the appropriate authority for redressal of his grievance on that score.</p> <p>We have examined the bill as well as the authorisation letter given by the TPA. Almost the entire treatment cost was covered by the insurance policy. Hence, we do not have any scope to interfere save and except the consumable cost that would be outside the purview of the mediclaim policy .</p> <p>The net amount of the bill was Rs. 58,996.27/- out</p>

of which the patient had to pay Rs. 14,569.27 /- after availing discount of Rs. 3,694/-. The net amount payable by the patient was Rs 10,874/ that would attract 20 percent discount on consumable amounting to Rs. 734/-.

We direct the CE to pay Rs. 734/- to the complainant on sharing of the bank details.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Handwritten mark]