

**Case Reference: INT/KOL/2024/006**

Mr. Aditya Pandey..... Complainants

vs

Woodlands Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	29/01/2024	<p>The complaint would relate to billing. The patient was admitted under a PPN package however, as per demand of the doctor an additional sum of Rs. 43,000/- had to be paid that has not been mentioned in the bill hence, the complainant is not in a position to recover the said amount from the insurer.</p> <p>The CE would contend, they do not have any knowledge of any personal transaction had between the patient and the doctor.</p> <p>The patient was admitted under a PPN package that would include doctors fees. The total bill was raised for Rs. 1,30,527/- out of which a sum of Rs. 1,06,300/- was approved by the TPA requiring the insured to pay Rs 21,767/-. After discount, the CE received Rs. 13,197/-</p>

hence, the bill was settled.

Dr. Chattapdhya, the concerned Medical Superintendent, is present online. He would contend, they already contacted the surgeon who is out of town. Since the payment was made directly to the surgeon hence, they do not have any responsibility in this regard.

We are unable to accept the stand of the CE. Identical incident happened in the past in the same CE.

We once again caution the CE, they must take appropriate steps in this regard and see to it that the money is refunded to the complainant upon notice to us.

The entire process must be done within a fortnight from date.

In case the claimant does not receive the money he would be at liberty to initiate proceeding as against the doctor in accordance with law for realisation of the said sum. However, in such situation, we would take appropriate steps against the CE.

The complaint is disposed of accordingly.



			<p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/- Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/- Dr.Maitrayee Banerjee – Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticatd</i> <i>[Signature]</i></p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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