

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

Case Reference:INT/KOL/2024/012

Mr. Satyabrata Bhattacharya Complainants

vs

Narayana Superspeciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	31/01/2024	<p>The complaint would relate to additional payments received in a case of TPA admission.</p> <p>The facts would reveal, the patient was admitted for laparoscopic cholecystectomy. There had been anaesthetic complication for which the patient had to be shifted to ICU.</p> <p>Without surgery being done, he was released after two days.</p> <p>The TPA sanctioned the bill leaving the consumable part that was used in ICU while the patient was undergoing treatment at the CE. Hence, he had to pay Rs. 17,000/- on account of consumable.</p>

Mr. Rakshit, representing the CE would inform, when the insurance denied cashless facilities on that count the CE already contacted TPA and they assured, appropriate reimbursement would be made in case any formal claim is made by the insured with the insurer.

Mr. Rakshit would also agree to extend all cooperation in this regard.

Mr. Rakshit would inform the Commission, such application should have been made within one month from the date of discharge of the patient.

It appears that the patient was admitted on December 26, 2023 and discharged on December 28, 2023. He made the complaint before the Commission on January 9, 2024 well within one month from the date of discharge. The time taken for disposal of this application may not be considered as delay in making the application for reimbursement. The Insurance and / or the TPA may condone such delay, if any.



The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

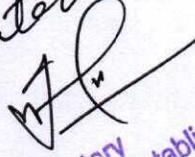
Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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