

Case Reference: INT/KOL/2024/022

Mr. Pradeep Chowdhury Complainant

vs

Fortis Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	16/02/2024	<p>The complainant would relate to billing.</p> <p>The bill was paid through TPA where TPA rejected a part of it amounting to Rs. 71,360/- that would include diet package, ICU excess and non-medical consumable.</p> <p>The non-medical consumable is always outside the mediclaim policy and the patient would have to pay it directly to the CE that would attract our Advisory No. 14 directing 20 percent discount on non-medical consumable to the party.</p> <p>Diet package has been rightly refused by the TPA. It should be inclusive of bed charges.</p>

The TPA also rejected claim of Rs. 17,400/- as excess ICU admission. The CE could not satisfy the TPA on such count hence, such amount should also be refunded to the party.

Upon receipt of the complaint, we took it up with the CE and the CE agreed to refund the said sum and in fact refunded the diet package for Rs. 789/-, ICU excess of Rs. 17,400/- and 20 percent of the discount on non-medical consumable amounting to Rs. 4,642/- aggregating to Rs. 22,831/-.

The complainant is present online.

He would also admit, the money has already been paid however, he has other grievances that would squarely come within the mediclaim policy and associated grievance mechanism. He would be free to approach appropriate authority for the same.

The complaint is disposed of accordingly.

Authenticated
WZ

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Aniruddha Neogi- Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission

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