

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/KOL/2024/025

Mr. Amit Srivastava Complainant

vs

Divine Nursing Home.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	16/02/2024	<p>Despite notice the complainant is absent.</p> <p>The total bill was Rs.3,01,346/-. The TPA discounted the same as per their agreement to the extent of Rs. 30,135/- and settled the bill for Rs. 2,71,212/- out of which they approved Rs. 2,00,000/- for payment directing co-payment of Rs. 71,212/- by the insured.</p> <p>The complainant has raised various issues including exorbitant surgeon fee and anaesthetist fee. Since the entire bill was covered by mediclaim policy we permit the complainant to raise the issue before the appropriate authority.</p> <p>Non-medical consumable disallowed to the extent of Rs. 20,392/-, would attract 20 per cent discount</p>



amounting to Rs. 4,080/-..

We direct the complainant to share his bank details with the CE so that CE could refund Rs. 4,080/- at 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. Aniruddha Neogi- 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

