

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/NAD/2024/112

Mr. Subhashis Ghosh Complainants

vs

Rainbo Speciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	27/06/2024	<p>The complaint would relate to excess billing.</p> <p>The complainant would contend, at the time of admission they verbally told that the hospital would be charging Rs. 13,00/- per day as to bed charges. When the patient was admitted under a medi-claim policy they enhanced the bed charges to Rs. 2,000/- as per the TPA agreement they had with the Insurance Company for extending cash-less facility to the patient.</p> <p>At the hearing, the complainant would admit, he has no evidence to prove such statement however, on a query made by us, the hospital would admit, tariff of the concerned bed that was allotted to the patient was Rs.</p>

		<p>1,500/- per day for cash patient and Rs. 2,000/- for insurance patient. However, on examination of TPA approval memo we find, TPA allowed Rs.1,000/- as bed charges. The CE would contend, they provided AC semi private cabin whereas the TPA sanctioned general bed charges.</p>
--	--	---

The patient was admitted on production of all medi-claim documents. CE must have verified those. The CE would contend, the patient has chosen AC private cabin. However, they could not produce any document to support such contention.

The total bill was Rs. 46,690/-. TPA sanctioned Rs 26,010/- by disallowing Rs 8,000/- on account of bed charges and Rs 9,781/- on account of non medical expenses, RMO charges, CBG, REG, CH etc. The consumable cost was also deducted for Rs. 2,899/- that is admittedly payable by the patient.

We feel, interest of justice would be sub-served if we disallow Rs. 8,000/- that the CE realised from the



patient when the same was disallowed by the TPA and a sum of Rs. 3,200/- on account of Health Assistants for which CE could not produce any supporting memo.

We thus dispose of the complaint by directing refund of Rs.11,200/- on sharing of the bank details by the complainant.

This direction for refund would not preclude the hospital to approach Ombudsman, Insurance challenging deduction of Rs. 9,781/- if they are so entitled.

With these direction we dispose of the complaint.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Sri Sutirtha Bhattacharya, IAS (Retd) – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticate
[Signature]