

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/KOL/50/2024-25

Mr. Aryan Complainant

vs

The Mission Hospital, Durgapur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	31/07/2024	<p>The complaint would relate to excess billing.</p> <p>The patient was admitted with the history of chest pain under a mediclaim policy. The TPA sanctioned the entire bill save and except costly investigations related to cervical spine.</p> <p>We find from the bill, those investigations were very costly and no written consent was taken from the patient. It is true that the treating doctor, for the sake of treatment, was entitled to go for the tests with informed consent. The doctor present at the hearing would submit, he already informed the patient party well ahead that the complainant would strenuously deny.</p> <p>In our view, once it was a cashless admission through</p>

mediclaim policy and the TPA sanctioned the bill by disallowing the tests that was unnecessary according to them, CE would be bound by such decision.

We direct refund of the said sum of Rs. 53,392/- with the undertaking of the complainant that he would assist the CE so that they could ventilate their grievance before the Ombudsman Insurance on the issue.

The complainant is directed to share his bank details so that money can be transferred to his account.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – 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