

Office of the West Bengal Clinical Establishment Regulatory Commission  
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**Case Reference:WBCERC/KOL/80/2024-25**

Mr.Haider Jilani ..... **Complainant**

**vs**

Belle Vue Clinic.....**Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	14/08/2024	<p>The complaint would relate to billing in a case of a patient covered by Mediclaim.</p> <p>TPA disallowed a sum of Rs. 15,806/- out of which they deducted the RMO charges being non-admissible. They deducted consumable being outside the policy and some other procedural service. However, the CE compelled the patient to pay the amount so deducted, in cash.</p> <p>We have examined the bill. We have two issues. In our view, RMO is in-built service hence, TPA rightly disallowed the sum of Rs. 1,150/- on that count. Even in a case of cash patient, this amount cannot be charged.</p>



Similarly, we have objection with regard to Word Consumable Charges to the extent of 4,800. It was charged for cleaning and maintaining hygiene of the cabin where the patient was admitted. This is also a built-in service.

We also find consumable having been charged at MRP. Mr. Ghosh, in his usual fairness, would agree to give discount on this score to the extent of Rs. 750/-.

Taking into account, the three above mentioned amounts, the net refund would come to Rs. 6,700/-.

Mr. Jilani is directed to share his bank details so that said sum be paid back to him at once.

The complaint is disposed of accordingly.

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*



Secretary  
West Bengal Clinical Establishment  
West Bengal Clinical Establishment  
Regulatory Commission