

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/88/2024-25

Ms. Doli Maji Complainant

VS

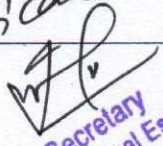
Divine Nursing Home.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/08/2024	<p>The complaint would relate to excess amount taken in a case of PPN package under a mediclaim policy. The hospital charged Rs. 56,000/- for PPN package. However, they separately charged “equipment hire charges” for Rs. 24,640/- that was clearly disallowed by the TPA.</p> <p>The CE would contend, they had to hire the machine from Uma Solutions, an outsourced agency and invoice has already been enclosed.</p> <p>We are of the view, once the hospital does not have the machine and require the same to be hired either it would be inclusive of PPN*package or in case it is</p>

		<p>disallowed by the TPA they should take it up with the TPA or Ombudsman, as the case may be.</p> <p>They have no right to realise the amount from the patient.</p> <p>The complainant is permitted to share his bank details so that CE could refund the amount to the patient at once.</p> <p>We permit the CE to ventilate their grievance before the appropriate authority under the mediclaim policy if they are so entitled to.</p> <p>The complaint is disposed of.</p> <p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/- Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/- Smt Madhabi Das – Member</p>
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Authenticated

Secretary
 West Bengal Clinical Establishment
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