

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>



disallowed by the TPA they should take it up with the TPA or Ombudsman, as the case may be.

They have no right to realise the amount from the patient.

The complainant is permitted to share his bank details so that CE could refund the amount to the patient at once.

We permit the CE to ventilate their grievance before the appropriate authority under the mediclaim policy if they are so entitled to.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

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*Authenticated*  
*W.B.*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission