

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/KOL/112/2024-25

Mr. Arnab Deb **Complainant**

vs

Medica Superspeciality Hospital.....**Respondent/ Respondents**

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|--|
| | 1. | 29/08/2024 | <p>This complaint would relate to two admissions.</p> <p>The complaint would principally relate to miscommunication.</p> <p>According to the complainant, the second discharge summery is more descriptive. The first discharge summery does not give phone number of co-ordinator. Had it been given earlier he could have got clarification on some medicine issue.</p> <p>We have also seen the bill. Both the bills are cleared by TPA however, it is not clear from the TPA approval memos which part of the bills would not be covered by the TPA sanctioning.</p> |

Mr. Dashora representing the CE, would assure, he would take it up with the TPA and if any part of the deduction is found to have not been covered by the mediclaim policy they would consider giving appropriate discount on the same.

Before we part with, we also direct the CE to reply to the second query made by the complainant through mail dated August 16, 2024 at an early date.

So far as the clinical issues are concerned since it would be outside our domain the complainant would be free to approach appropriate authority for the same.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission