

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/KOL/134/2024-25

Mr. Anish Chowrasia Complainant

vs

B P Poddar Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/09/2024	<p>The complaint would relate to billing.</p> <p>In a case of conservative treatment, patient was billed Rs. 41,751/- out of which TPA sanctioned Rs. 24,835/- disallowing Rs. 16,916/-. CE realised the disallowed amount from the patient. Hence, the complaint.</p> <p>We have considered the TPA deduction memo. There are four issues that we find justified.</p> <p>The hospital charged a sum of Rs. 18,594/- on account of investigation out of which Rs. 2,405/- was disallowed on account of HIV and Serology Profile.</p> <p>Dr. Kaustav Roy, representing the CE, would submit, this was necessitated for the security of the</p>

patient as well as health care professionals.

Our esteemed Member Dr. Sukumar Mukherjee, is of the opinion, it is mandatory only in case of surgical intervention. In a case of conservative treatment there is no such guideline as yet. Hence, we do not allow this amount of Rs. 2,405/- that was realised in excess.

On account of dietary consultation, a sum of Rs. 1,000/- has been charged that we find to be on the higher side. Rs. 500/- should be appropriate.

We are astonished to note, despite charging Rs. 1,000/- for dietary consultation diet chart has been separately charged for Rs. 500/- which is unheard of. Such amount is disallowed.

Last and not the least, after charging all items separately, the CE has charged Rs. 3,871/- as service charges that has rightly been disallowed by the TPA. We direct refund of Rs. 7,276/- to the complainant on sharing of his bank details.

The balance amount disallowed by the TPA, not



being covered under the policy, has been rightly collected by the CE and we do not wish to interfere.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]

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