

Case Reference:WBCERC/PASM/169/2024-25

Ms. Alisha Roy **Complainant**

vs

Health World Hospital.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/11/2024	<p>The complaint would relate to billing. The complainant would contend, she approached the OPD for consultation and paid the required amount accordingly. However, since she was an employee of ECL by mistake the hospital has described her as “ECL referred” although she approached the hospital as a cash patient and not as a referred patient by ECL. In view of such difficulty she is unable to claim reimbursement under her medi-claim policy.</p> <p>Dr. Ranjan Mukherjee, representing the CE, would assure us, in case the claimant does not claim any special benefit in her consultation fee as ECL employee the CE would be agreeable to issue a fresh</p>



receipt in lieu of the earlier receipts.

In view of the above insurance, we dispose of the complaint by directing the CEto issue three cash receipts for OPD consultations to the complainant simultaneously on handing over of the earlier receipts given by the CE for such OPD consultation.

The entire process must be done at once, upon being approached by the complainant.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) MakhanLalSaha – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated
WBC
Secretary
West Bengal Clinical Establishment
Regulatory Commission