

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/PASM/170/2024-25

Ms.Puja Roy..... Complainant

VS

Trivina Health Care.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/11/2024	<p>The complainant is absent. We have tried to get her over phone. She has not picked up her phone hence, we are constrained to hear this complaint exparte. The CE is however present online.</p> <p>The complaint would relate to excess payment taken by the CE in a case of LACS delivery. The complainant, Ms Puja Roy was admitted for LACS delivery on July 9, 2024 and at the time of discharge the package was for Rs. 36,000/- that was paid through insurance. However, the patient had to pay Rs. 15,000/- in cash to the CE in addition to the TPA package that had not been told to her at the time of admission. CE has produced a certificate from the concerned doctor Dr</p>

Bijon Kumar Mukhopadhyay to the effect that the cash amount of Rs. 15,000/- was the extra fee of the concerned gynaecologist and nothing to do with the CE.

Mr. Suprakash Chandra, representing the CE, would submit, the CE was not told at the time of admission about the additional arrangement that the patient had with the concerned gynaecologist at the former's chamber.

The practice is unethical. Once a patient is admitted under a mediclaim policy the entire treatment cost would come through the said policy.

Since the doctor has taken the responsibility of the additional amount the complainant would be free to approach appropriate authority as against the concerned gynaecologist for such extra payment.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

			<p>Sd/-</p> <p>Dr.Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p><i>[Signature]</i></p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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