

Case Reference: WBCERC/173/2024-25

Ms. Naghma jabeen Complainant

vs

Desun Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	27/11/2024	<p>The complaint would relate to billing.</p> <p>The total bill amount was Rs. 65,844/- out of which the TPA has sanctioned Rs. 47,922/- and the hospital has given MOU deduction for Rs. 6,146/-. The patient had to make co-payment of Rs. 3,196/- as per the policy.</p> <p>The TPA also disallowed Rs. 7,890/- mostly on consumables that would attract reasonable discount. On a rough and ready calculation @ 15 percent, the amount comes to Rs. 1,200/-.</p> <p>Dr. Sen, representing the CE, would assure us, they would refund the said* sum of Rs. 1,200/- on</p>



sharing of the bank details by the complainant.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

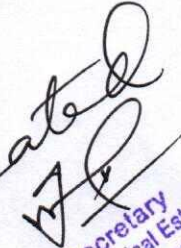
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission

