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Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: WBCERC/KOL/201/2024-25

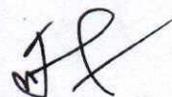
Mr. Suman Paul Complainant

vs

Fortis Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/12/2024	<p>The complaint would have two fold grievances.</p> <p>The first grievance would relate to a specific case of billing in a planned surgery through Mediclaim policy. The total bill for the laser surgery of fissure was charged at Rs. 1,05,059.06/-. The TPA sanctioned Rs. 99,059.06/- and the patient had to pay Rs. 6,000/-.</p> <p>The complainant would contend, the concerned surgery could not have crossed Rs. 70,000/-.</p> <p>We do not make any comment on the same as it would be exclusively outside our domain.</p> <p>The patient was admitted for a planned surgery under a Mediclaim policy. The entire treatment was billed</p>



as per the Insurance policy and MOU that the CE has with the TPA and / or the Insurance Company. If the complainant has any grievance on that issue he would be at liberty to approach the appropriate forum for the same.

The patient was billed for Rs. 6,000/- on account of non medical expenses, principally consumable that would attract 20 per cent discount. Mr. Sahin Biswas, representing the CE, in his usual fairness, would assure, as soon as bank details are shared they would refund the said sum to the complainant.

Coming back to the other issue, the complainant would contend, his father is covered by WBHS scheme as a Government pensioner. It is very difficult to get OPD appointment in respect of doctors of choice. The senior doctors are reluctant to treat WBHS patient at OPD and often the patients are compelled to get their treatment advice from the junior doctors.

Mr. Biswas and Dr. Suchandra representing the CE, would strenuously dispute such complaint.

According to them, all the doctors in the panel of the CE, are treating all category of patients, be it cash patient or medi-claim patient or corporate patient that would include WBHS and CHGS. However, they have different schedule for each category and the patient would have to book their appointment as per the schedule applicable therefor.

We however, find from the App of the particular CE, it is not clear whether the patient could declare him/her under which category he/ she wants to have the service.

Dr. Suchandra would submit, they would look into the issue and inform the Commission accordingly.

We record such assurance of the CE and grant liberty to the complainant to come up with a specific case of refusal that would be dealt with in accordance with law.

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/-
Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-
Smt Madhabi Das – Member

Authen Hcate
WBC

Secretary
West Bengal Clinical Establishment
Regulatory Commission