

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/NOR/239/2024-25

Mr. Arghya Sur Roy Complainant

vs

Narayana Multispeciality Hospital, Barasat.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	27/02/2025	<p>The complaint would relate to billing in case of TPA refusal.</p> <p>The patient was admitted through Emergency on February 01, 2025 and he was discharged on the next day.</p> <p>The CE billed Rs. 60,024/- out of which a discount was given to Rs. 5,979/-. However, we feel, there is excess billing for about 6,289/- however, that would not resolve the issue.</p> <p>The TPA refusal memo would depict, the patient did not require in-house admission as such, they rejected the claim.</p>

The CE has now given an explanation as to the hospitalisation that they should have forwarded earlier with the TPA instead of compelling the patient to pay in cash.

We feel, interest of justice would be sub-served if the parties approach the appropriate authority being Ombudsmen Insurance in this regard.

We direct the CE to keep the entire amount of Rs. 54,041/- in a suitable fixed deposit within fifteen days in the name of the complainant. Photocopy of the said receipt be forwarded to the complainant for his perusal.

The complainant is directed to submit appropriate application before the authority being Ombudsmen Insurance with a copy to the CE.

The CE is directed to co-operate with the complainant and support him before the appropriate authority for ventilation of his grievance.

In case the complainant succeeds the CE would be bound to get the fixed deposit encashed and the proceeds

along with interests would be made over to the complainant.

In case the result is otherwise the CE would be at liberty to appropriate the amount. In such event, the complainant would be paid Rs. 310/- as refund as per our calculation.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authentic

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

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