

Case Reference: WBCERC/KOL/243/2024-25

Mr. Adit Majumder Complainant

vs

Manipal Hospital, Broadway.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	27/02/2025	<p>Despite notice and despite repeated calls the complainant is absent.</p> <p>The complaint would relate to billing.</p> <p>Hence, We are constrained to dispose of the complaint in his absence. Patient was admitted under medi-claim policy. As per the TPA, since the limit had exhausted they closed the case and rejected the claim compelling the patient to pay in cash the entire bill amounting to Rs. 1,13,585/-.</p> <p>We have gone through the bill. Since TPA disallowed the claim the bill should be taken in cash</p>

		<p>mode. We find, there has been an excess amount claimed in respect of investigations amounting to Rs. 2,500/- that the CE is agreeable to refund.</p> <p>The complainant has grievance with regard to Rs. 8,154/- for suture removal.</p> <p>It appears from the bill, suture removal charge was Rs. 3,150/-. The CE charged suture removal twice at the rate of Rs. 2,835/- by giving discount of ten percent on the gross amount. In addition, they have charged a consultation fee.</p> <p>We do not wish to interfere.</p> <p>The complaint is thus disposed of by directing the complainant to share his bank details with the CE so that the said sum of Rs. 2,500/- be refunded him at once.</p> <p>The complaint is disposed accordingly.</p> <p>Sd/-</p> <p>The Hon'ble Chairperson</p>
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Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission