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Office of the West Bengal Clinical Establishment Regulatory Commission

1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

**Case Reference: INT/NPG/2025/015**

Mr. Tamal Krishna Roy ..... Complainant

vs

Netraalok, Naihati.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	21/05/2025	<p>The complaint would relate to excess amount realised over and above the package rate as per the medi-claim policy.</p> <p>The complainant approached the CE for cataract surgery of his mother. The CE demanded Rs. 36,000/- as per leaflet however, there was no agreement between the parties on that score. The complainant thought that the amount would be covered by the Insurance Policy. However, at the time of discharge, he had to pay Rs. 14,000/- over and above Rs. 22,000/- that was sanctioned</p>



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by TPA. Further it revealed, the CE raised a bill with the TPA for Rs. 22,000/- only with a specific undertaking that the patient would not have to pay any money over and above the said amount. The said claim was purportedly signed by Ms. Rama Roy, the patient. The complainant, the son of Ms. Roy, categorically disputes the signature. According to him, it was forged.

Mr. Souma Chatterjee, Working Manager, CE is present online through mobile speaker mode.

In course of hearing, Mr. Chatterjee, would offer to refund the excess amount of Rs. 14,000/- to the complainant.

Let him refund the said sum within a month from date through bank transfer on sharing of bank details by the complainant.



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/-  
Dr. Maitrayee Banerjee – Member

Sd/-  
Smt Madhabi Das – Member

*Makhan Lal Saha*

*MJD*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission