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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/30/2025-26

Mr. Asim Bera Complainant

vs

Fortis Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order																																
	1.	21/05/2025	<p>The complaint would relate to billing in a case of medi claim admission.</p> <p>On four heads the TPA disallowed a sum of Rs. 24,703/-. The heads are as follows:-</p> <table border="1"> <thead> <tr> <th>Sl No.</th> <th>Description</th> <th>Bill Amount</th> <th>Deducted amount</th> <th>Admissible Amount</th> <th>Deduction reason</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>GENERAL BED</td> <td>4275</td> <td>3275</td> <td>1000</td> <td>Room capping</td> </tr> <tr> <td>2</td> <td>OTHER CHARGES</td> <td>19285</td> <td>14774</td> <td>4511</td> <td>others capping- proportionate capping SURGERY CHARGES</td> </tr> <tr> <td>3</td> <td>OTHER CHARGES</td> <td>3287</td> <td>1856</td> <td>1431</td> <td>others capping- proportionate capping - BED SIDE PROCEDURE CHARGES</td> </tr> <tr> <td>4</td> <td>OTHER CHARGES</td> <td>86769</td> <td>4798</td> <td>81971</td> <td>others capping- proportionate capping -PROCEDURE, CONSUMABLE,ETC</td> </tr> </tbody> </table> <p>With regard to consumable, since it is non medical</p>			Sl No.	Description	Bill Amount	Deducted amount	Admissible Amount	Deduction reason	1	GENERAL BED	4275	3275	1000	Room capping	2	OTHER CHARGES	19285	14774	4511	others capping- proportionate capping SURGERY CHARGES	3	OTHER CHARGES	3287	1856	1431	others capping- proportionate capping - BED SIDE PROCEDURE CHARGES	4	OTHER CHARGES	86769	4798	81971	others capping- proportionate capping -PROCEDURE, CONSUMABLE,ETC
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item it is payable by the patient and CE was justified in demanding the said sum.

With regard to other charges on account of bed side procedure we do not have any issue.

Item number 1 and 2 should not have been realised from the patient.

The hospital has tie up with the insurance company where tariff is agreed upon. According to the agreement, a sum of Rs. 1,000/- is fixed as bed charge in general bed category whereas the CE charged Rs. 4,275/-. The TPA rightly deducted Rs. 3,275/- that the CE was not entitled to realise from the patient.

Item no. 2 would relate to surgery charge that was claimed by the CE as an additional surgery charge because of draining out of pass. Our esteemed medical members are of the opinion, it is a part of the planned surgery and cannot be separately charged. Yet, TPA sanctioned a part of it and deducted Rs. 14,774/- that the

CE was not entitled to recover from the patient.

The CE is directed to refund Rs. 18,049/- (Rs. 3275/- + Rs. 14774/-) to the complainant on sharing of his bank details .

The complaint is disposed of.

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

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission