

Case Reference:WBCERC/NOR/29/2025-26

Ms. Shalmoli Dutta Complainant

vs

Care and Cure Hospital, Barasat.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	21/05/2025	<p>The complaint would relate to billing.</p> <p>The patient was admitted under a medi-claim policy. According to the CE, when they submitted application for approval it was rejected. They further resubmitted the application for reconsideration that was also rejected on the fifth day of admission. At that time the complainant requested the CE to treat the patient as a WBHS beneficiary that the CE refused and billed him as a cash patient for Rs.88,000/-. Hence, the complaint.</p> <p>On our request Mr. Avik Roy, Finance</p>

Department, Medical Cell, is present online.

We have heard the CE, Mr. Roy as well as the complainant.

We direct the CE to keep the said sum of Rs. 88,000/- in a fixed deposit in any Nationalized Bank of their choice and inform the complainant accordingly. Such fixed deposit should be made and intimation given to the complainant within a week from date.

The CE is also directed to recall the bill and submit a fresh bill for cashless approval under WBHS.

Mr. Roy, assures the CE to render all necessary cooperation and assistance in this regard.

Once the CE gets the claim amount from the Government under WBHS they would

immediately encash the fixed deposit and refund the entire amount along with the interest accrued thereon to the complainant upon intimation to the Commission.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

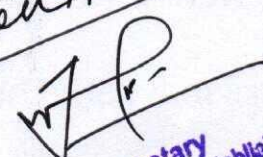
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission