

1
7

Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference:WBCERC/NOR/63/2025-26

Ms. Payal Keshri..... Complainant

vs

Apollo Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	11/06/2025	<p>The complaint would relate to a planned surgery where an Ortho implant was used.</p> <p>The TPA rejected the cost of the implant to the extent of Rs.14,680/- on the ground, invoice for the implant was not provided. The complainant approached the CE however, no assistance was given. Pertinent to note, the surgery was done in November 20,2024, up till now, the complainant could not get back the amount which was rejected by the TPA at the time of discharge and realised by the hospital without any protest to the Insurance/TPA.</p> <p>Identical issue came up before us in another complaint as against the same CE when we cautioned them. Yet, we</p>

are faced with the same situation. It now appears, after receipt of the complaint that we referred to the CE for response, they issued a document claiming to be supplement for invoice and a declaration to the effect that they had purchased the implant on bulk basis.

Ms. Yoshodhara Ghosh, Vice President, Apollo, present online, would however submit, they have already taken the issue with Star Health. According to them, this deduction was unlawful however, we do not find any document and/or complaint raised by Apollo with the Star Health for so called unlawful deduction.

Ms. Ghosh would contend, whether any contemporaneous complaint was made to Star Health or not, has a commercial component and they are not obliged to disclose it before this forum.

The hospital has a tie-up with Star Health. If any deduction is contrary to the agreement they should have immediately protested the same and should not have realised the deducted amount from the patient.

The complainant would inform us, she has already uploaded the documents handed over to her on June 5, 2025 and is expecting reimbursement.

We dispose of the complaint with the hope and trust, the issue would be resolved. In case it is not done Apollo would be obliged to refund the said sum to the complainant.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Dr. Indrajit Saha (DME) – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
WJ
Secretary
West Bengal Clinical Establishment
Regulatory Commission