

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: **WBCERC/PUR/70/2025-26**

&

**WBCERC/PUR/73/2025-26**

Mr. Kingsuk Datta ..... Complainant

vs

Mission Hospital, Durgapur.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	26/06/2025	<p>The complaint would relate to billing.</p> <p>The patient was admitted in a critical situation. He was diagnosed for cholelithiasis. The treating team planned surgery on the next day. Surgery was done. Ultimately, the patient was released on April 26, 2025.</p> <p>The entire admission was under a medi claim policy. We do not find any record pertaining to pre authorisation process. The CE is also not able to satisfy us on that score.</p> <p>We find, the final authorisation came at 2:04 pm on April 26, 2025 for Rs. 94,750/-. The TPA, while</p>

approving the same, clearly observed “ we are unable to approve your request for cashless treatment because of the below mentioned reasons: diagnostic laparoscopy is a part of cholecystectomy package of Rs. 74,750/- plus additional Rs. 20,000/- payable for the other procedure and medicine bill .”

The TPA also observed that in case the insured has any grievance he would be at liberty to ask for review requesting reimbursement for the amount that he had to pay to the CE.

We have considered the issue.

The complainant would contend, the CE failed to satisfy the queries made by the TPA at the appropriate time for which he had to overstay for one day and he was charged Rs.5,545/- for over stay.

In course of hearing the parties agree, they would escalate the issue before the insurance and if failed, to the Ombudsmen Insurance.

The CE is directed to refund Rs. 5,545/- to the

complainant and deposit the balance amount with the Commission that would be kept by the Commission in an interest bearing fixed deposit in any Nationalised Bank until the issue is finally resolved.

Before we part with, we express our strong displeasure as to the cryptic reply given by the CE despite specific issue raised by the complainant as above.

We hope and expect, there would be no recurrence of the like nature.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
*MJD*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission