

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/KOL/2025/019**

Mr. Subrata Kumar Datta..... Complainant

vs

Woodlands Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	26/06/2025	<p>The complaint would relate to billing in a case of insurance admission for planned surgery.</p> <p>According to the CE, at the time of admission the complainant agreed to an estimate of Rs. 2,40,055/- that ultimately became 2,72,363/- out of which the TPA sanctioned a sum of Rs. 1,85,557/- disallowing Rs. 70,940/-. Hence, the complaint.</p> <p>The complainant would contend, he was asked to sign on a blank paper (estimate) however, he is not in a position to substantiate his contention through any cogent evidence.</p> <p>In absence of any evidence, we are unable to</p>

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accept his version and would have to rely on the estimate that is produced before us by the CE for Rs. 2,40,055/-.

From the insurance desk Mr. Auddy, representing the CE, would contend, most of the amounts discarded by the TPA were on the ground of capping due to the policy restriction.

In course of hearing Mr. Ajay Singh representing the CE, on instruction from his management, would offer Rs. 15,000/- as a lump sum discount that on our request, they have agreed to make it to Rs. 20,000/-.

The complainant is agreeable to accept the same. Let him share his bank details with the CE so that money could be refunded to him at once.

This order would however not preclude the complainant to approach Ombudsman Insurance if he chooses so.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson



Sd/-

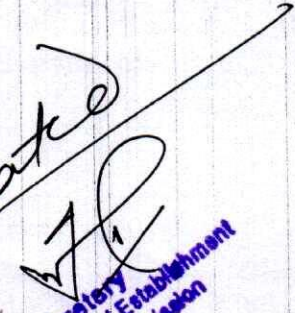
Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission