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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: INT/SPG/2025/029

Mr. Pradeep Chowdhury Complainant

vs

Belle Vue Clinic.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	28/07/2025	<p>The complaint would relate to billing in a case of medi claim admission.</p> <p>The patient was admitted in a critical condition. TPA approval could not be obtained that time. He had to be admitted with cash deposit that was subsequently adjusted when the patient took LAMA as his medi claim limit had crossed.</p> <p>Since it is a case of medi claim admission we hardly find any scope to interfere except non medical expenses. Mr. Ghosh would agree to pay twenty percent discount on consumable amounting to Rs. 4,300/- on sharing of bank details through whatsapp.</p> <p>The CE charged a sum of Rs. 3,600/- on account</p>

of ward consumable that is inclusive of bed charges and could not be charged separately. The CE is also directed to refund the same.

The complainant has also raised issue with regard to difference of the bed charges amounting to Rs. 18,000/- that the TPA disallowed. Mr. Ghosh representing CE would share with us the consent form where the complainant's wife agreed to bear the differential amount of the bed charges in case the same was disallowed by the TPA. We do not wish to interfere on that score.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Aulhanta
W. S.
Secretary
West Bengal Clinical Establishment
Regulatory Commission