

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference:WBCERC/NOR/123/2025-26 &
WBCERC/NOR/123A/2025-26**

Mr. Basant Kumar Damani..... Complainant

vs

ILS Hospital, Saltlake, & Manipal Hospital, Broadway.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/08/2025	<p>The complainant got admitted initially at ILS, Salt Lake and thereafter at Manipal Broadway for a planned surgery.</p> <p>Both admissions were under mediclaim policy.</p> <p>In case of ILS, the patient was billed for Rs. 67,685/- whereas the TPA sanctioned Rs. 55,159/-disallowing a sum of Rs. 12,526/- (2,900+7,876). The first component of Rs.2,900/- was on account of assistant surgeon charges that the TPA disallowed. It was an integral part of the medical treatment hence, if it was disallowed by the TPA the hospital should have escalated the issue before the</p>

appropriate authority under the insurance. Instead, the hospital realised the amount from the patient that is not desirable.

Since the admission was under a mediclaim policy we do not feel inclined to go into such issue.

We direct the hospital ILS Salt Lake to set apart the said sum of 2,900/- in a separate account and approach the appropriate forum under the insurance policy interalia, claiming the said amount.

In case they are successful they would refund the amount that they have realised from the complainant. The complainant would also be at liberty to raise issues in respect of the billing before the appropriate authority.

On account of the non-medical expenses for Rs.7,876/- the CE is directed to pay 20 per cent discount to the complainant amounting to Rs.1,575/- on sharing of his bank details.

In case of Manipal Broadway, the patient was charged



for one day extra bed charges.

Dr. Mitra, representing the hospital, is candid enough to say that it was a system generated bill. Although the patient's stay was for one day the system realised one day extra bed charge. Usually they rectify such mistake manually by giving discount. In this case since the complainant did not raise issue this was overlooked. They are agreeable to refund the said sum of Rs. 4,500/- being the extra day bed charge.

From the bill we find, the CE has realised Rs. 600/- on account of RMO charges that is an in-built charge and cannot be separately realised from the patient.

Similarly, infection control charges for Rs.500/- is not permissible.

The medicine and consumable would attract to 15 percent discount amounting to Rs. 655/-.

It was a case of minor surgery and dietician consultation was not required and it was in fact not done



for which Rs. 700/- has been wrongly charged.

Taking a sum total, we find, a sum of Rs. 8,530/- has been realised in excess.

The complainant is directed to share his bank details with the CE so that the said sum of Rs. 8,530/- is refunded to the complainant on sharing of his bank details at once.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission