

Office of the West Bengal Clinical Establishment Regulatory Commission

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

Ms. Payal Keshri..... Complainant

vs

Apollo Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	2.	28/07/2025	<p>This is an application for review filed by the CE.</p> <p>The complaint was disposed of by our earlier order dated June 11, 2025 whereby the complainant contended that the part of the implant cost amounting to Rs. 14,680/- was rejected by TPA that was realised from her by Apollo.</p> <p>Apollo has come up before us for review of the said order as according to them they should have been granted liberty to escalate the issue with Star Health as to why the deduction was made.</p> <p>We have contacted the complainant over phone. She would submit, she has already received the deducted</p>

amount hence, she has no grievance as against Apollo. According to her, she is still entitled to receive Rs. 5,000/- from the Insurance Company and she is pursuing the same.

The issue is closed. We feel, there is no necessity of reviewing our order. However, the prayer made by Apollo is kept open for decision in an appropriate case in future.

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

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission