

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: WBCERC/PUB/194/2025-26**

Mr. Palash Dey ..... **Complainant**

vs

Manipal Hospital (Medica Superspeciality Hospital).....**Respondent/  
Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	17/10/2025	<p>The complaint would relate to billing in a case of insurance admission.</p> <p>The patient was discharged at about 3.55 p.m. on June 28, 2025 with a bill of Rs. 1,65,636/-. The insurance initially denied cashless facility. Bill was resubmitted with explanation. Ultimately, the final approval came on June 29, 2025 at 1.09 p.m. By that time the bill was enhanced to Rs. 1,81,594/-.</p> <p>The complainant had to pay the entire amount to get discharge of the patient. After getting approval on the basis of the earlier bill, the CE refunded a sum of Rs. 65,559/- to the complainant.</p>

*Bh*

*FL*

The complainant would contend, the patient was discharged by the Doctor on June 28, 2025. Overstay of one day was due to the delay in insurance approval.

The CE would contend, the patient could have been discharged upon payment of the entire sum on June 28, 2025. On their request, the CE kept the patient overnight who was ultimately discharged on June 29, 2025. By that time one day bed charge, two visits of the treating Doctor and one medical equipment were added that caused the enhancement.

We have considered the issue. The TPA initially denied approval. Bill was resubmitted with explanation that would mean, there had been some deficiency on the part of the CE to provide necessary information to the TPA.

In course of hearing Mr Dashora would offer refund of the extra bed charge and the Doctor visits amounting to Rs. 9,770/- to the complainant.

Let them refund the said amount to the

complainant.

The medical equipment separately charged, was used during surgery. Hence we allow the cost of the same to be retained by the CE.

The complaint is thus disposed of accordingly.

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