

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/267/2025-26

Mr.Subhajit Saha..... Complainant

vs

Sri Arobinda Seva Kendra.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	02/03/2026	<p>The complaint would relate to insurance confusion that resulted in an unpleasant incident for which the patient had to take decision to go elsewhere for his further treatment.</p> <p>The patient was admitted at the CE for a procedure for which he was billed Rs. 1,37,116/-. TPA sanctioned a sum of Rs. 1,04,574/-. The TPA cautioned the CE not to collect Rs. 4,600/- and categorically mentioned that the insured would have to pay Rs. 28,821/- .</p> <p>Fact remains, the CE wrongly realised excess amount over and above the said sum of Rs. 28,821/-, aggregating to Rs. 33,423/-. For TPA clearance the patient was to</p>



Case Reference: WBCERC/NPG/262/2025-26

1



		<p>wait for hours together after discharge and ultimately he was released at 4 pm.</p> <p>We feel, once the patient was admitted at the CE through TPA approval and the bill was cleared after approval had been received by the CE relation between the patient and the hospital would end. There could be no further claim on that score however, after the patient had left the TPA modified the approval and reduced the amount of authorisation to Rs. 82,341/- and asked the CE to realise the balance amount of Rs. 55,654/- from the insured. As a result, further sum of Rs. 22,231/- became due and payable as per the record of the CE.</p> <p>When the patient went back for further treatment he was refused admission on the ground that the said sum of Rs. 22, 231/- must be cleared.</p> <p>The patient rightly refused to pay the said sum and left the CE and got the treatment done at a different establishment.</p> <p>It is a mistake on the part of the Insurance authority</p>
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and the hospital should take it up with the insurance authority. The hospital had no business to demand Rs. 22,231/- or refuse admission for non-payment of the said sum.

We hold, the complainant is not responsible for making any further payment to the CE or otherwise.

The CE must send a letter of regret to the patient for the harassment.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authentic

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