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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: **WBCERC/NPG/280/2025-26**

Mr. Sanjib Das Complainant

vs

Tata Medical Centre.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	11/03/2026	<p>The complainant has come up with his grievance that despite discount recommended by the treating doctor the CE disallowed the same and stopped treatment for nonpayment of the outstanding amount.</p> <p>The patient was admitted in private category under the medi-claim policy. The treating doctor gave an estimate of Rs. 2,22,500/-. TPA approved a sum of Rs. 1,34,217/- and the patient was liable to pay Rs. 88,283/-.</p> <p>The complainant would now contend, since</p>

the doctor recommended 10 percent discount on the total amount he would be entitled to the discount of Rs. 22, 250/-.

The CE has given its reply. According to the CE, the recommendation made by the treating doctor was due to oversight. The established policy of the CE is to treat insured patient in private category where no discount is available. In this case, since the patient was admitted under private category no discount could be given to the patient. However, in deference to the desire of the Commission, as a special case, Dr. Kapoor, representing the CE, has agreed to give 10 per cent discount on the amount payable by the patient being Rs. 88, 283/-.

At this juncture, the complainant prays for a month time to pay it off. Let him pay Rs. 79,455/-

within a month from date.

The complainant would also be at liberty to apply for transferring the patient in general category with appropriate financial subsidy under the policy of the CE.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
WBC

Secretary
West Bengal Clinical Establishment
Regulatory Commission