

Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: INT/KOL/2026/032

Mr. Rajat Sen Complainant

vs

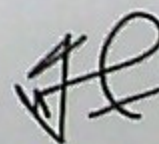
Remedy Hospital, Garia..... Respondent/ Respondents

ORDER SHEET

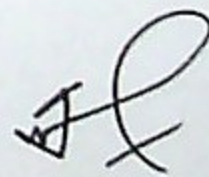
Office Note	Order No.	Date	Order
	1.	15/07/2026	The complaint would relate to rejection of a medi-claim because of the faulty billing of the CE. The complainant would contend, the patient was admitted under a medi-claim policy for which the CE billed a sum of Rs. 1,18,580/-. The patient passed away three weeks after discharge. The complainant applied for reimbursement of the treatment cost along



		with other incidental expenses before and after the hospital stay. The total amount claimed was about Rs. 2.1 lakhs. The insurance however, rejected the entire claim on the following ground:- <i>“56 DISCREPANCY IN MEDICAL DOCUMENTS- DISCREPANCY IN THE PHARMACY BILLS – MEDICINES WITH EXPIRED DATE. DISCREPANCY IN MEDICAL DOCUMENTS”</i> The CE would contend, because of the software error the pharmacy clerk wrongly recorded the batch number however, the medicines that were used, were well within the period of expiry.
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			The CE present online, would contend, it was a mistake on the part of the concerned staff. The entire amount was rejected by the insurance company for the fault of the CE. In our view, CE must be held responsible for the same. However, we are unable to find out any reason for rejection of other claims that had no nexus with the subject in-patient admission. The CE is directed to co-operate with the complainant giving appropriate explanation to justify their bill. The complainant would be free to approach Ombudsman Insurance for his
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		entire claim along with explanation to be given by the CE. The CE is also directed to cooperate with the complainant at the hearing before Ombudsman Insurance. In the meantime, the CE is directed to make a suitable interest bearing fixed deposit Rs. 1, 18, 580/- in any Nationalised Bank to be kept renewed from time to time until disposal of the proceedings before the Ombudsman Insurance. In case the complainant is successful to get reimbursement of the in-patient admission cost the CE would be at liberty to encash the fixed deposit. Otherwise the CE
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must pass on the proceeds to the complainant within a period of fortnight from the date of communication of the order of the Ombudsman Insurance.

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

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission