

Office of the West Bengal Clinical Establishment Regulatory Commission

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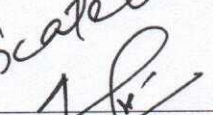
Case Reference: KOL/2019/000622/000624

Bharat Todi..... Complainant

vs

Belle Vue Clinic. Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	01/11/2019	<p>This complaint would relate to billing. The complainant, patient party was billed for Rs.1, 93,510/- .The Clinical Establishment received a sum of Rs.66, 510 from patient party and claimed the balance amount of Rs.1, 26,980/- from the Insurance Company. The complainant all throughout complained, he was charged for an additional sum of Rs.22, 510 that was not admissible. The Clinical Establishment in fact, received the said excess amount from the Insurance Company on May 17, 2019. They kept this money with them without informing the complainant. The Clinical Establishment would now contend, they asked for a clarification from the Insurance Company in this regard. No copy of the mail, sent by the Clinical Establishment to the Insurance Company, was forwarded to the complainant; however during tendency of the complaint the Clinical Establishment has refunded the said sum to the complainant. Hence, we have nothing further to intervene. The complaint is disposed of by observing, the Clinical Establishment should be vigilant in taking up the cause of the patient party with the Insurance Company at the appropriate level in due time so that this type of unpleasant incident may not happen in future.</p> <p>Sd/- The Hon'ble Chairperson</p> <p><i>Authenticated</i> </p>

Sd/-
Dr. Sukumar Mukherjee, Member

Sd/-
Dr. Madhusudan Banerjee, Member

Authenticated
[Signature]

ARSHAD HASAN WARSI
WBSCS (Ex)
Secretary
West Bengal Clinical Establishment
Regulatory Commission
&
Joint Secretary
Health & F.W. Department