

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: NPG/2019/000715

Ashish Sharma..... Complainant

vs

Belle Vue Clinic.Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	2.	14/02/2020	<p>We heard this matter on December 24, 2019 when the complainant would make a complain, his insurance claim was not being settled because of the Clinical Establishment taking a different stand post surgery. The complaint would reveal, the patient was admitted under a package whereas at the time of discharge he was billed at a higher sum alleging complication that arose at the post operative stage. We adjourned the matter at the request of the Clinical Establishment so that they could pursue the insurance claim on behalf of the complainant.</p> <p>Today, the matter is heard again. We are told, the insurance has since settled the claim for Rs. 1.08 lakhs that would hardly cover half of the amount that the complainant had to pay during his discharge.</p> <p>There is discrepancy in the OT note and the biopsy report. However, we do not wish to go in detail as the representative of the Clinical Establishment would offer discount of Rs. 50,000/- that the complainant is ready to accept. The complainant has also tendered unqualified apology for the unwarranted and deplorable comments</p>



made as against the Clinical Establishment in the complaint. We hope and trust, the Clinical Establishment would keep their commitment and pay the agreed amount within a week from date.

In case the amount is paid the complainant would not be entitled to approach any other forum for identical grievance.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Smt. Madhabi Das - Member

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