

Office of the West Bengal Clinical Establishment Regulatory Commission
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Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: INT/KOL/2022/015

Mr. Salil Kr Chatterjee **Complainant**

vs

Fortis Hospital..... **Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	24/01/2022	<p>The complaint would relate to an insurance problem that would be outside our domain.</p> <p>The patient was admitted for a planned surgery under a PPN package. At the time of discharge, the complainant had to pay a sum of Rs. 42,884/- that was rejected by the insurance on the ground that three items being the cost of balloons, guard ware and additional guard ware already included in the package. However, the CE is not prepared to accept such view. In the process, the patient had to bear the additional expenses.</p> <p>We direct the CE to approach the Ombudsman Insurance taking the patient in confidence, to resolve the</p>



problem.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

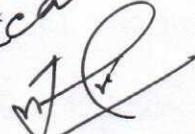
Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated


ARSHAD HASAN WARSI
Secretary
W. B. C. E. R. C.