

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/HOW/2022/021

Mr. Shiladitya Kar Complainant

vs

Narayan Memorial Hospital, Behala..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	07/02/2022	<p>The complaint would relate to billing in a case of covid treatment. The complainant was entitled to cashless TPA benefit that was denied by the TPA principally on the ground, the patient did not need hospitalisation. In-house admission is always given on the basis of medical advice that cannot be questioned before us. The complainant is free to approach the appropriate forum on that score.</p> <p>We have examined the bill. We find, a sum of Rs. 5,000/- has been charged whereas the hospital have given discount to the extent of Rs.4150/- . Hence, Rs. 850/- is still payable to the complainant.</p> <p>The complainant is directed to share his bank details so that the money could be transferred to the said</p>

account immediately.

The complainant would also raise issue on bed charges. According to him, in case of cashless benefit the bed charge would have been Rs.3,000/- whereas the hospital has charged Rs.5,000/-. The CE would contend, particular bed was being charged at the rate of Rs. 6,000/- prior to covid. They have reduced the bed charge and dedicated the bed for covid ward. Hence, the charge was reduced. However, as per the TPA agreement that there are having in case of cashless benefit, CE would have been entitled to Rs.3,000/-.

This issue can be effectively gone into by the appropriate authority. The CE is directed to jointly file an application before the Ombudsman Insurance.

In case they are successful the benefit must be passed on to the patient to the extent as discussed above.

The complaint is disposed of.

Sd/-
The Hon'ble Chairperson

			<p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Madhusudan Banerjee – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p><i>ARSHAD HASAN WARSI</i> Secretary W. B. C. E. R. C.</p>
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