

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference:INT/NPG/2022/166**

**Mr. Mohit Kumar Singh..... Complainant**

**vs**

**Disha Eye Hospital, Barrackpore..... Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	21/09/2022	<p>This complaint would relate to an eye surgery under a medi-claim policy. The complainant submitted all necessary papers including insurance papers. The TPA granted approval to the extent of Rs. 30,000/- on the basis of the estimate of the CE amounting to Rs. 45,000/-. The CE declined to admit the patient unless the balance Rs. 15,000/- was deposited by the complainant.</p> <p>We have considered the issue. In our view, the CE was at fault.</p> <p>Once they accept the papers and submit estimate for approval of TPA and the TPA approves the surgery there is no question of refusing admission.</p>



It might be so, at the time of discharge the TPA may not sanction the whole amount of the treatment cost. The CE, in such case, would be at liberty to recover the balance amount from the complainant however, there is no scope for demanding any sum in advance on that count.

Despite notice, CE is not present. Their representative, Mr. Jayanta Malakar advocate, is present. He would assure us, they would contact the patient and do the surgery without any such deposit.

On such assurance, we disposed of the complaint.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authentic  
JL