

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference:INT/KOL/2022/174**

Ms. Sukanya Roy ..... Complainant

vs

K P C, Hospital Jadavpur..... Respondent/ Respondents

**ORDER SHEET**

| Office Note | Order No. | Date       | Order  |
|-------------|-----------|------------|--|
|             | 1.        | 23/09/2022 | <p>The complainant is not here despite notice. The CE is present.</p> <p>We are told, unfortunately the patient breathed her last on September 8, 2022 whereas the complaint was made on September 6, 2022. The complaint would reveal, the patient was under a TPA agreement. She was initially discharged on August 23, 2022. The CE uploaded the bill for approval for up till that date and the TPA sanctioned Rs.1,67,229/- on that count . In the meantime, there had been a radical change in the health condition of the patient and the treating doctor put the discharge on hold and shifted the patient to ICU. So there had been subsequent hospitalisation till the death of the patient on</p> |



September 8, 2022.

The problem arose when the insurance had rejected the subsequent bill for Rs. 1, 64, 210/-. According to the insurance, since the sanction had already been given on the basis of the initial discharge they would not be liable for subsequent payment, as contended by the complainant in her complaint. However, the CE would contend, they have already contacted the insurance company. According to the insurance company, it was a corporate insurance and the concerned corporate did not renew the policy any further. Hence, the insurance company is not obliged to honour the claim.

This is a complex situation that could be effectively gone into by the appropriate authority being Ombudsman Insurance. The complainant as well as CE would be at liberty to approach the appropriate authority.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson



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|  |  |  | <p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – 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>[Signature]</i></p> <p>Secretary<br/>West Bengal Clinical Establishment<br/>Regulatory Commission</p> <p><i>[Stamp]</i></p> |
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