

Case Reference: INT/SPG/2022/212

Ms. Reshma Sheikh..... Complainant

vs

Indian Institute of Liver & Digestive Science (IILDS), Sonarpur.....

Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	14/12/2022	<p>The complaint would relate to Swasthya Sathi refusal. The CE has denied the assertion of the complainant. According to the CE, the patient was initially admitted under a medi-claim policy that was not approved by TPA. Ultimately, on the fifth day of admission i.e on October 14, 2022 Swasthya Sathi card was produced and the patient was immediately transferred under the scheme. The complainant would demand refund of a sum of Rs. 1.7 lakhs that she had to pay for the bill up till the period Swasthya Sathi card was accepted.</p> <p>We have heard Mr. Parthasarathi Mukherjee, Executive Director, of the CE. We have also heard the</p>

other representatives of the CE. We have also heard the complainant.

In course of hearing, Mr. Mukherjee, in deference to the desire of the Commission particularly, keeping in view the financial plight of the complainant, wishes to refund the said sum of Rs. 1.7 lakhs.

We appreciate the gesture shown by Mr. Mukherjee.

Mr. Mukherjee, wants to refund the said sum within a week from date.

The complainant is directed to share her bank details with the CE so that money could be directly refunded to her account.

Since Mr. Mukherjee, has volunteered to refund the money we do not wish to deal with the complaint.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

			<p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/-</p> <p>Sri. Tanmay Roy Chowdhury, IPS – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p><i>[Signature]</i></p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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