

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2022/214

Mr. Sandeepan Mandal Complainant

vs

Woodlands Multispecialty Hospital Ltd Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	14/12/2022	<p>The complaint would relate to insurance problem that would be outside our domain.</p> <p>Facts would reveal, the patient was admitted under a medi claim policy however, TPA disapproved the admission on the ground, the patient did not need any in-house treatment.</p> <p>The CE, in their response, categorically confronted the decision of the TPA and would assure, in case the complainant would approach the appropriate authority the CE would support him by giving adequate documentary support.</p> <p>We permit the complainant to approach</p>

Ombudsman Insurance.

Since the TPA disapproved the medi-claim admission the patient was treated as a cash patient and billed accordingly. On scrutiny of the bill we find a sum of Rs. 11,398/-(rounded off 11,400/-) overcharged.

We direct the complainant to share his bank details with Mr. Ajoy Singh so that money could be refunded to him directly to his bank account.

The complaint is disposed accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Sri. Tanmay Roy Chowdhury, IPS – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission