

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference:INT/HOW/2023/005**

Mr. Ankit Saraogi ..... Complainant

vs

Belle Vue Clinic.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	30/01/2023	<p>This complaint would principally relate to refusal to extend cashless facility in a case of insurance admission. The facts would reveal, the cashless facility was denied by the insurance for which the complainant has to approach the appropriate authority being Ombudsmen Insurance. We cannot help him on that score.</p> <p>The patient was treated as a cashless patient and billed accordingly. According to the CE, the estimate was given for Rs. 1,38,750/- however, the final bill was made for Rs. 97,744/-.</p> <p>The complainant would contend, the bill is on the higher side. We have examined the bill. We find</p>

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justification to the extent of Rs. 4405/- charged in excess.

We direct the CE to refund the said sum of Rs. 4,405/- to the complainant as soon as the bank details are provided.

The complainant is also granted liberty to approach the Ombudsmen Insurance on the other issue and in case such approach is made the CE must assist the complainant so that they could ventilate their grievance before the appropriate authority.

The complaint is disposed of 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/-

Smt Madhabi Das – Member

*Ante H. S. S.*  
*W. B. S.*  
Secretary  
West Bengal Clinical Establishments  
Regulatory Commission