

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:INT/NPG/2023/025

Ms. Mahuya Dey... Complainant

vs

Fortis Hospital.....Respondent/ Respondents


ORDER SHEET

Office Note	Order No.	Date	Order
	1.	13/03/2023	<p>The complaint would relate to billing as well as medical negligence.</p> <p>Medical negligence is outside our domain. The complainant is free to agitate her grievance before the appropriate authority.</p> <p>The patient was admitted under WBHS category. Hence, the CE gave the patient cashless facility upto 1.5 lakhs leaving a balance of Rs. 70,551/- that the complainant had to pay.</p> <p>On our request, Mr. Tarak Mandal, Finance Department, Medical Cell, State of West Bengal, is</p>



		<p>present.</p> <p>Mr. Mondal would inform, against the cashless facility of Rs. 1.5 lakhs the department has sanctioned a sum of Rs. 1,22,240/-.</p> <p>So far the card holder is concerned she has been allowed reimbursement to the extent of Rs. 54,326/-. Hence, the complainant would have to bear the balance amount of Rs. 16,550/. On account of consumable that is inadmissible under the WBHS Scheme.</p> <p>Since the said amount of Rs. 16,550/- is paid by the complainant on account of consumable the CE is directed to refund 20 per cent of the same as discount being Rs. 3,300/- to the complainant.</p> <p>The complainant is directed to share her bank details to the CE so that money could be refunded to her.</p> <p>The CE would contend, they are aggrieved because of deductions made from their part of the amount.</p> <p>CE would be at liberty to approach us in</p>
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			<p>accordance with law.</p> <p>The complaint is disposed of accordingly.</p> <p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/- Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- Sri S. K. Thade, IAS (Retd) – Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i> </p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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