

Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

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>



present.

Mr. Mondal would inform, against the cashless facility of Rs. 1.5 lakhs the department has sanctioned a sum of Rs. 1,22,240/-.

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.

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.

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

The CE would contend, they are aggrieved because of deductions made from their part of the amount.

CE would be at liberty to approach us in



accordance with law.

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/-

Sri S. K. Thade, IAS (Retd) – Member

Sd/-

Smt Madhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission

