

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/NPG/2023/123

Mr. Soumen Poddar Complainant

vs

Narayana Multispeciality ,Barasat..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	24/07/2023	<p>The complaint would reveal a peculiar and rare incident. The complainant took his father with the complaint of cardiac ailment. He was having acute shortness of breath. The patient was taken to the emergency on June 15, 2023 at 10 PM. While he was being examined by the Emergency Medical Officer the patient suffered a cardiac arrest at 12.10 AM on June 16, 2023. The patient was immediately shifted to ICU at 12.13 AM and despite treatment being given the patient breathed his last at 1.55 AM on June 16, 2023.</p> <p>The patient's son is a constable working in the State Police Service. He was covered under the West Bengal Police Medi Claim Scheme.</p>

The CE duly lodged their claim with the TPA showing the patient admitted at 11.28 PM on June 15, 2023 to Zennis India TPA. Zennis declined such request saying, they were no more entrusted by the insurance company.

On June 16, 2023 onwards the TPA was changed to Safo Insurance TPA Pvt Ltd. It came to the knowledge of CE only on June 21, 2023.

CE had shown the admission at 11.28 PM on June 15, 2023 when the patient was in Emergency and was yet to be formerly admitted and send to ward as in-patient. The patient suffered a cardiac arrest at 12.10 AM. By that time the date was changed to June 16, 2023 and he was transferred to ICU at 12.13 AM on June 16, 2023. Zennis rightly refused to entertain the claim. We direct the CE to first rectify their admission record and showing the patient to have been admitted at 12.13 AM when he was actual transferred to ICU on June 16, 2023.

The patient was billed as a cash patient for Rs.



40,790/- as per the TPA the bill should be around Rs. 24,000/-.

The complainant has already got Rs. 24,000/- from the insurance company through SAFO. We direct the CE to refund the balance sum of Rs. 16,790/- to the complainant at once on sharing of his bank details.

With this direction, the complaint is disposed of.

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

Authenticated


**Assistant Secretary
W.B.C.E.R.C.
Govt. of W.B.**