

Case Reference: INT/HOW/2023/128

Mr. Hamanta Kumar Banerjee Complainant

vs

CMRI..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	09/08/2023	<p>The complaint would relate to estimate for a pre-planned surgery.</p> <p>The patient was advised cataract surgery for which the CE gave an estimate of Rs. 38,000/- that was well within the coverage of her medi-claim policy. However, the Dealing Assistant took the plea that they had entered into MOU with the TPA that they would not be charging more than Rs. 25,000/- for cataract surgery. Hence, the patient would have to pay Rs. 13,000/- extra being the differential amount.</p> <p>The logic is ridiculous. On receipt of the complaint, the Commission intervened. The CE admitted their mistake and the surgery was done yesterday as we</p>

			<p>understand. The patient did not have to pay any sum over and above the amount charged by the CE that was fully approved by the TPA.</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/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i> <i>[Signature]</i> Secretary West Bengal Clinical Establishment Regulatory Commission</p>
--	--	--	--

[Handwritten mark]