

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2023/146

Ms. Piyali Kundu Complainant

vs

Apollo Multi speciality Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	07/09/2023	<p>The complaint would relate to billing.</p> <p>The entire treatment cost has been substantially taken care of by the TPA leaving a balance sum of Rs. 15,731/- that the complainant had to pay. The amount of Rs. 15,731/- would include Rs.12,623/- on account of non medical consumable that would not be covered by the policy of Insurance.</p> <p>As per our Advisory No. 14 the consumable would attract 20 per cent discount. In this case the complainant is entitled to a discount of Rs. 2,524/-.</p> <p>Ms.Yasadhara Ghosh representing the CE, would contend, they have already challenged the Advisories</p>



and the orders issued from time to time by the Commission and has achieved a positive result from the Learned Single Judge. The appeal is pending before the Division Bench. She would consult her legal team. If the discount on consumable is not covered by the order of the Hon'ble High Court at Calcutta she would pass on the benefit to the complainant immediately.

With this direction we dispose of the complaint.

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
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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