

**LOKPAL OF INDIA**  
**Plot No. 6, Institutional Area, Phase- II**  
**Vasant Kunj**  
**New Delhi - 110070**

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Complaint No. : 85/2023

Date : 19<sup>th</sup> April, 2023

**Coram** : **Justice Pradip Kumar Mohanty**  
**Acting Chairperson**

**Justice Abhilasha Kumari**  
**Judicial Member**

**Shri Dinesh Kumar Jain**  
**Member**

**Smt. Archana Ramasundaram**  
**Member**

**Shri Mahender Singh**  
**Member**

**ORDER**

The matter has arisen out of a complaint against Star Health and Allied Insurance Co. Ltd.

2. The complainant has alleged that his claim for reimbursement of hospitalisation expenses covered under his Health Insurance Policy was rejected by the said Insurance Company. He has also given a self-declaration that the consent letter submitted to the Insurance Company by the hospital was not signed by him but by his daughter under fear and panic due to the condition of the complainant at the time of commencement of treatment.

Contd....2/-



3. From the perusal of the complaint and the documents enclosed, the matter does not appear to fall under the jurisdiction of the Lokpal of India as there is no corruption angle discernable in the complaint. The complainant has enclosed documents which appear to indicate that he was hospitalized and has undergone treatment. Hence, the Full Bench is of the view that the complaint be forwarded on humanitarian grounds to the Chairman, Insurance Regulatory and Development Authority of India, for such action, as deemed fit.

4. The Registry of the Lokpal of India is directed to do the needful.

5. Accordingly, the complaint is disposed of, granting liberty to the complainant to pursue the matter with the authorities concerned.

