

Office of the West Bengal Clinical Establishment Regulatory Commission
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Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: INT/KOL/2023/184

Ms. Ritu Agarwal Complainant

vs

NOVA Fertility East Pvt. Ltd.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	05/10/2023	<p>The complaint would relate to a failed IVF process.</p> <p>The complainant has already paid Rs. 41,000/- approximately to the IVF centre. We direct refund of 50 per cent of the amount as per their refund policy. IVF centre has also agreed to refund the same.</p> <p>The complainant is directed to share her bank details with the centre so that Rs. 20,500/- is refunded to her through bank transfer.</p> <p>The entire process must be completed within a week from the date of sharing of bank details.</p> <p>The complaint is disposed of.</p>





Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated

[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]