

**Case Reference: INT/KOL/2024/071**

**Mr. Bapi Sharma . ..... Complainant**

**vs**

**JMD Diagnostics Pvt. Ltd. (Phoolbagan)..... Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	<u>1</u>	22/03/2024	<p>The complaint would relate to excess fee charged at the Clinic.</p> <p>The patient visited the concerned Clinic for OPD consultation of the concerned doctor on February 22, 2024 when the doctor advised MRI examination. The complainant again visited the Clinic on February 29, 2024 to show MRI report to the concerned doctor when further full fee was demanded and realised.</p> <p>Mr. Subrata Dey, Manger of the JMD health care is present on line. He would contend, they would request the concerned doctor to refund the said sum.</p> <p>We are not interested to know the arrangement that the centre had with the concerned doctor. Since the</p>





patient had to pay full fee to the doctor for showing the MRI report at the centre that too, within a week's interval it would be the responsibility of the centre to refund the said sum.

We direct the centre to refund the said sum within a week from date.

The centre is also directed to send a letter of undertaking to the Commission that henceforth such unpleasant situation would not occur at the centre.

Such undertaking must reach the office of the Commission within a week from date.

The complaint is disposed of.

Sd/-  
The Hon'ble Chairperson

Sd/-  
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-  
Dr. Maitrayee Banerjee – Member

Sd/-  
Smt Madhabi Das – Member

*Authenticated*  
*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission