

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: **WBCERC/KOL/206/2024-25**

Ms. Mita Roy Complainant

vs

HHP Hospital Pvt. Ltd. Garia, Kolkata.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/12/2024	<p>The complaint would relate to over charge in case of OPD consultation.</p> <p>The CE has clarified the issue through their response.</p> <p>According to them, the patient initially came to OPD on November 16, 2024 for rabies vaccine for which she was charged. She again visited on November 25, 2024 with the complaint of URTI when she was asked to do some tests and report back. She was also charged for the second consultation. When she came for the third time to show her report she was again charged, that, in our view, wrongfully.</p>



The CE is present online. They would admit their mistake. They are agreeable to refund the sum charged for the third time as and when the complainant would contact them.

The complainant is directed to share his bank details with the CE so that refund could be made instantly.

The complaint is disposed of accordingly.

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