

Office of the West Bengal Clinical Establishment Regulatory Commission  
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**Case Reference:WBCERC/KOL/227/2024-25**

Mr. Sukumar Saha..... Complainant

vs

Manipal Hospital, Saltlake.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	09/01/2025	<p>The complaint would relate to three charges that according to the complainant, were wrongly realised.</p> <p>The CE in their response, admitted their mistake in a case of OPD follow up check up and assured refund of the amount that was wrongly collected to the extent of Rs. 1,200/-.</p> <p>The other two items being dietician charge and infection control charge for Rs. 700/- and Rs. 500/- respectively have been justified by the CE on the ground, those were charged as per their “policy decision”.</p> <p>We fail to appreciate the logic.</p> <p>Health centre is supposed to maintain proper</p>

hygiene and that would include infection control for which the patient cannot be separately charged. Similarly, when the patient would strenuously assert that he did not get any dietician consultation or advise such routine charge could be levied.

We direct the CE to refund the said sum of Rs. 1,200/- that they admitted to have taken wrongly as also further sum of Rs. 1,200/- being the aggregate amount in relation to dietician charge and infection control charge.

The complainant is directed to share his bank details so that money could be transferred to his account.

The complainant would raise other issues that we do not find any scope to interfere.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authentic copy*  
*[Signature]*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission