

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/KOL/225/2024-25

Mr. Vikash Kumar Ajad Complainant

vs

Ruby Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	09/01/2025	<p>WBCERC by its notification dated 09.03.2023 categorically made it clear, all follow up OPD consultations within a period of fortnight, should be given free of cost unless the doctor prescribes any medicine for the second time.</p> <p>In this case, the CE has violated such guideline that the Commission has already framed. The complainant has come up with an identical incident where a sum of Rs. 350 was charged in follow up visit. The CE, in their response, has admitted their mistake and refunded the said sum to the complainant.</p> <p>We direct the CE to update their programme and</p>

inform the Commission within a fortnight 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