

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/KOL/2025/005

Ms. Soumi Guha Thakurta Complainant

vs

Med Polis Health Plus , Rajdanga , Kolkata.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/03/2025	<p>The complainant would draw our attention in an illegal activity being carried on by an organisation.</p> <p>The complainant booked for OPD consultation for her mother at Med Polis Health Plus at Kosba. The Doctor prescribed USG. Med Polis Health Plus approached the complainant that they would have a composite special offer for health check up that would include pathological and radiological investigations.</p> <p>Under the statute both the procedures could be done only by authorised centre having appropriate health license under the West Bengal Clinical Establishments (Registration, Regulation and Transparency) Act, 2017.</p>



		<p>It now appears that the centre is only having a drug licence to run a pharmacy. They also run a poly clinic for OPD consultation.</p> <p>Being persuaded by the advertisement, the complainant booked USG investigation on a particular date. On the appointed date, when the complainant took her patient to the centre she would find, a Swift Desire cab was arranged for ferrying patient to another diagnostic centre that had not been properly told to the patient or her relative at the time of booking.</p> <p>The centre representative appearing online, would submit, they run medicine shop as well as poly clinic. They also have tie-up with other centres hence, they persuade patients visiting their OPD clinic to go with the procedure in the tie-up lab and/or centre with the supervision of the Med Polis Health Plus.</p> <p>The entire procedure is not only illegal but also would amount to misguiding the patients. Admittedly, the centre has no health license hence, booking of USG by</p>
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accepting booking fee and then arranging for such procedure in a different centre without the knowledge and consent of the patient, is really a serious offence. The centre representative would undertake, they would not do so in future. They would also discontinue advertisements that they are circulating now.

On such express undertaking, we impose a token penalty of Rs. 10,000/- to be deposited by the Med-Polis with the Commission within a week from date.

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/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission