

Office of the West Bengal Clinical Establishment Regulatory Commission

1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

**Case Reference: INT/KOL/2025/006**

Mr. Subir Chakraborty ..... Complainant

vs

Healcare Superspeciality Pvt.Ltd.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	19/03/2025	The complainant approached the clinic for Urology consultation under Dr. Mukesh Kumar Bijoy on February 22, 2025. The doctor, after examining him, suggested few tests and procedure to be done at the said clinic itself. The doctor gave an estimate of Rs. 4,000/- and odd whereas the clinic charged Rs. 5, 309/-. The complainant paid the money, sample was drawn and procedure was done. However, report was not given to him on the same day, as a result he could not consult the doctor. He waited for a considerable period and left the clinic at 6.30 pm because of other preoccupation. He again approached he clinic on the next working day and demanded refund of



the sum. However, the clinic gave him hard copy of the report. Since the procedure was had and tests were done money was not refunded to him.

Dr. Bijoy is present online. According to him, he suggested the tests to be done. However, he did not give any estimate for the tests. The complainant approached the counter and paid the amount as indicated in the invoice. The hard copy was not made ready in the evening. The patient was given option to consult the doctor on the basis of soft copy that he denied.

The complainant would however, deny such assertion made on behalf of the clinic. According to him, Dr. Bijoy gave estimate as indicated above and the story of soft copy is nothing but an afterthought.

On perusal of the records and analysis of the rival contentions we find, doctor was consulted. The patient agreed to have the tests done and deposited money. Tests were done on the same day as we find from the records. However, hard copy report was not made ready. It was

given on the next working day.

The clinic is still ready and willing to arrange for doctor consultation without any additional charge. However, the complainant is not agreeable to accept such offer.

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

*Authenticated*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission