

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/KOL/274/2024-25

Ms. NutanLaxmi Kudada Complainant

vs

Manipal Hospital (Amri Dhakuria).....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	09/04/2025	<p>The complaint would relate to additional consultation fee charged on the review date.</p> <p>Patient was initially examined at OPD on February 15, 2025. The doctor prescribed medication as well as advised investigation. The patient came back with investigation reports on a follow up on February 28, 2025, just on the fifteenth day of first visit when he was charged fresh consultation fee. We have examined the papers. On review of the investigation reports the doctor changed the medication hence, CE was</p>

		<p>entitled to charge fresh consultation fee. However, in the instant case, the patient had been charged before the doctor was consulted. This is something which we discourage. If the patient comes for a follow up within fifteen days there should not be any fresh charge. However, if there is any change of advice requiring application of mind by the doctor, definitely the doctor would be entitled to consultation fee.</p> <p>In this case, the patient was liable to pay consultation fee. However, the facts would warrant refund of the same.</p> <p>We direct the complainant to share her bank details so that money could be refunded at once.</p> <p>The complaint is disposed of accordingly.</p> <p>Sd/- The Hon'ble Chairperson</p>
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