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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/279/2024-25

Mr. Santosh Guha Complainant

vs

Sri Aurobindo Seva Kendra (EEDF).....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	17/04/2025	<p>The complaint would relate to wrong appointment in OPD resulting in loss of money of the complainant.</p> <p>The complainant wanted to book an OPD appointment for her father online. To avail the online procedure the system would require an user id. Since the complainant was already a patient of the CE having user id she used her user id and booked the appointment. On the appointed day she took her father and approached the reception desk when it was found, it was registered in the name of the complainant instead of her father. The complainant requested the CE to change the appointment that the CE refused. The complainant was asked to cancel her appointment and make a fresh appointment for which</p>

she would have to pay again.

CE present online through representative, would submit, the complainant was asked to submit an application for refund through e-mail that she refused to do.

We deprecate the attitude of the CE. It is a private organisation rendering service to the patients in exchange of money. This is a case of sheer mistake while availing a technological procedure. Such mistake might have occurred due to ignorance.

The CE must pay back the amount of the infructuous appointment preferably, in course of the day.

Before we part with, we feel, it is high time that the CE should change their software to make it more patient friendly so that this type of harassment does not recur.

The complaint is disposed of.

Sd/-

The The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-


Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission