

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/KOL/9/2025-26

Ms. Anita Panja..... Complainant

vs

Islamia Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	02/05/2025	<p>The complaint would relate to charges for unnecessary tests.</p> <p>The patient had pain abdomen in May 20 2024 and Ultrasonography Report would show that she had “multiple small calculus with debris” as we find from the report dated May 14, 2024. The patient came after about 9 months to the CE on February 13, 2025 when the doctor advised repeat USG along with pre-anaesthesia check-up having all pathological examinations needed for surgery. Subsequently it revealed from the repeat USG that the patient did not have any calculus found in the gallbladder.</p> <p>We have heard the parties at length. We feel,</p>





interest of justice sub-served if we direct refund of Rs. 3,571/- charged for the pathological and radiological investigations required for pre-anaesthesia check-up.

The complainant is directed to share her bank details so that money could be refunded to her at once through bank transfer.

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