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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: **WBCERC/KOL/39/2025-26&WBCERC/KOL/40/2025-26**

Ms. Rinki Mazumder Complainant

vs

Bhagirathi Neotia Women & Child Care Centre , New Town

.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	04/06/2025	<p>The complaint would relate to mis-communication about the actual charges for day care service.</p> <p>The complainant went for Tetanus I injection to protect her pregnancy. According to the complainant, they were told, the procedure would cost Rs. 220/-. After the procedure was done she was charged Rs. 420/- on the pretext that she would have to pay registration charges for Rs.200/- as she was the first time visitor of the CE. The complainant protested as she had not been told earlier about the registration charges. During altercation the Executive of the CE asked the security staff not to allow the husband of the complainant to go out unless and until</p>

the amount was paid.

Being humiliated, the complainant has approached us with her complaint.

We asked the CE to give their response. We also requested them to share CCTV footage of the administration lobby where the incident happened.

Ms. Kanaklata Ghosh, Operation Head of the CE, would strenuously deny the allegations with regard to the command given to the security staff. However, she is not in a position to produce any evidence in support of thereof.

On a close view of the muted CCTV footage, we find that there had been altercation for about 40 minutes. It is however, not clear when they left the CE. Ms. Ghosh would contend, they used the other door to go out however, the CCTV footage of the other entrance has not been provided to us.

There is no reason to disbelieve the complainant version about the incident. It is true, a first time visitor in



a private health sector would be obliged to pay the registration charges to help the CE to maintain the digital record of the visitors and such registration charge would apply once in a life time. Hence, the CE would be entitled to charge the same.

We presume, the incident happened due to mis-communication by the reception desk and /or the billing desk possibly, they omitted to mention the amount at that time.

Be that as it may, the situation could have been tackled in a congenial way.

We direct the CE to send an unqualified apology in writing to the complainant and her husband 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