

Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: WBCERC/JAL/90/2025-26

Ashis Kumar Basu Complainant

vs

Apollo Multispeciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	02/07/2025	<p>The complaint would relate to an extreme unpleasant situation where the hospital failed to extend humane approach to a senior citizen who came all the way from North Bengal on June 5, 2025 to have OPD consultation with Dr. Jayanta Sharma at Apollo.</p> <p>Mr. Bose present online, would submit, he was not physically examined by Dr. Sharma. In addition to the previous medication Dr. Sharma advised certain investigations. He also asked the patient to report back with the investigation reports. Accordingly, Mr. Bose came back on June 14, 2025 when he was asked to pay OPD fee again for his second visit. On enquiry, the Executive initially stated that it was the hospital protocol.</p>

Handwritten mark

Handwritten signature

Billing Desk however, informed him that there is no standard protocol in this regard and the issue would vary from consultant to consultant.

With the permission of the secretary of the doctor he visited the doctor and wanted to show his report when Dr. Sharma told him to pay the OPD consultation fee. Mr. Bose requested the doctor to see the report however Dr. Sharma declined and informed him that the report could only be considered after payment of the second visit fee. Hence, the complaint.

We mailed the complaint to Apollo on June 17, 2025. On June 28, 2025 an evasive reply has been given.

Today, at the hearing Dr. Bhatia, Medical Director of Apollo is present online along with Dr. Sharma.

Dr. Sharma would inform us, on June 5, 2025 there had been on-set of covid and they were following the earlier covid protocol and as such the patient was not physically examined. The vitals were recorded by the paramedical staff.



Dr. Sharma would, however, dispute any inhumane behaviour shown to the patient.

Dr. Bhatia would however extend support to the patient by contending, they would render all necessary assistance to the patient in case he visits again. Dr. Bhatia would also submit, if he wishes online facility would also be extended.

Mr. Bose submits that he was humiliated at the CE and he would not visit them again.

We have considered the issue. Our esteemed medical member Dr. M L Saha has interaction with Dr. Sharma. According to Dr. M L Saha, when there was no physical examination by the doctor on the first visit the patient should not have been asked to pay for the second visit fee.

We also fail to appreciate why Apollo does not have standard protocol for OPD charge in adherence to the advisory issued by the Commission. Pertinent to note, the second visit was on the 9th day of his first visit.



We direct the CE to send an unqualified letter of regret to Mr. Bose. We also direct them to refund the fee paid on the first visit on sharing of his bank details.

Before we part with, we hope and expect, the hospital would frame standard protocol in this regard in adherence to our direction as observed hereinbefore.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission