

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: WBCERC/HOW/148/2025-26**

Mr. Kankana Mondal ..... Complainant

vs

Narayana Superspeciality Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	22/09/2025	<p>The complaint would relate to questioning the registration fee at OPD.</p> <p>The complainant visited the CE for OPD consultation when she was charged Rs. 400/- for one time registration fee. Hence the complaint.</p> <p>The CE, in their response, has justified such charge by contending that they would have to maintain medical records and proper identification of the patient visiting the OPD.</p> <p>We find the response given by the CE is justifiable. We thus do not find any scope to</p>





interfere.

Before we part with, we take serious note of the last part of the said letter of response. The relevant part is quoted below:-

*“baseless, unreasonable, misleading and ill motivated complaints.”*

The complainant has every right to question any charge that is imposed by the CE. CE is equally entitled to give their response to justify such charge. If the complaint is unjustified we would definitely consider so however, the adjectives used by the response are unwarranted.

We direct the CE to withdraw the part of the response quoted supra and send a letter of apology to the complainant with a copy to us.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
*[Signature]*

**Secretary**  
**West Bengal Clinical Establishment**  
**Regulatory Commission**