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Office of the West Bengal Clinical Establishment Regulatory Commission
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Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: INT/KOL/2025/045

Mr. Debarshi Roy Bardhan **Complainant**

vs

Disha Eye Hosppital, New Town.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/09/2025	<p>The complaint would relate to unauthorised collection of Rs. 65/- for providing a duplicate copy of the money receipt that the complainant misplaced.</p> <p>The CE has charged Rs. 65/- for a one page duplicate money receipt this is violative of our West Bengal Clinical Establishment Regulatory Commission Act 1971.</p> <p>The CE is entitled to recover the actual cost for printing and other administrative expense that must be reasonable. For a one page duplicate copy, Rs. 65 is quite exorbitant.</p> <p>We direct the CE to refund Rs. 55/- by retaining Rs.</p>





10/- for the purpose.

The CE is also directed to do appropriate modification in their software programs.

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
W.B.
Secretary
West Bengal Clinical Establishment
Regulatory Commission