

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/NPG/210/2025-26

Mr. Sajal Chakraborti **Complainant**

vs

Bhattacharyya Orthopaedics And Related Recovery Centre Private
Limited.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/11/2025	<p>The complainant has attended the OPD of the CE under WBHS. The CE has charged the consultation fee at the WBHS rate. However, the X-ray was charged over and above WBHS rate.</p> <p>The CE would contend, the X-ray was done by another sister concern which is not affiliated under WBHS.</p> <p>We are not at all impressed. The sister concerned is running X-ray unit within the same premises. The patient was advised to do X-ray by the consultant at their centre hence, they should have charged at the WBHS rate.</p> <p>We direct refund of the excess amount of Rs. 320/-</p>

to the complainant on sharing of his bank details.

The sister concern running the diagnostic centre within the same premises, may be at liberty to approach the WBHS Department for enrolment.

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

Secretary
West Bengal Clinical Establishment
Regulatory Commission