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Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference:WBCERC/KOL/212/2025-26**

Mr. Chinmoy Roy..... Complainant

vs

Apollo Medical Centre (Apollo Hospital).....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	06/11/2025	<p>The patient visited OPD of Apollo Medical Centre at Gariahat Road where despite prior appointment the concerned doctor attended the OPD after two hours. When the patient was called in his chamber he was on phone and within 2-3 minutes, after seeing the Kelloid, he asked the patient to attend a different clinic not belonging to Apollo, where the patient had severe pain during procedure. Hence, the complaint.</p> <p>In respect of the harassment and / or complication arising at a different clinic other than</p>





Apollo, we do not have any scope to interfere in absence of the said clinic being made a party to the present complaint.

In course of hearing, Dr Bhatia, Medical Director of Apollo would offer refund of the OPD consultation fee and assure us, they would take it up with the concerned doctor appropriately.

We appreciate his gesture.

The complainant would submit, he is not interested in refund. He has complained as he felt bad about the treatment of the Doctor.

On his request, we direct Apollo to deposit the money with Ramakrishna Seva Prasthan within a week from date and submit a report of compliance to us as well as to the complainant.

The complaint is disposed of.



			<p>Sd/-</p> <p>The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p><i>[Signature]</i></p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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