

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/PAB/2025/066

Mr. Santosh Bhagat Complainant

vs

Mission Hospital, Durgapur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/11/2025	<p>The complaint would relate to OPD charge in a case of first follow up visit after discharge.</p> <p>The patient was supposed to come for follow up after seven days. He attended the OPD at a belated stage when the CE realised OPD charge of Rs. 800/-. Hence, this complaint.</p> <p>The CE, in their reply to the complaint, offered refund of the said sum and in fact refunded the said sum to the complainant.</p> <p>The complaint has already been redressed.</p>

We thus do not have any scope to interfere.

During pendency of this complaint, the complainant also raised further issue after refund of the said sum of Rs. 800/-, on November 20, 2025 on the self same admission that we find not permissible.

It would however, do not preclude the CE to consider his second complaint submitted on November 20, 2025 if they so desire.

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

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Autoren H. Calad

Secretary
West Bengal Clinical Establishment
Regulatory Commission