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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:INT/KOL/2025/069

Ms. Selia Margaret Complainant

vs

Apollo Clinic, Newtown.....Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|--|
| | 1. | 01/12/2025 | <p>The complaint would relate to most unfortunate treatment meted out to a patient who attended the clinic for USG- whole abdomen.</p> <p>The patient came all the way from her residence which would be about 25 kilometres away from the clinic.</p> <p>She was asked to attend the clinic at 11 a.m. with empty stomach and keeping her bladder full so that image could be properly taken. Accordingly the lady attended the clinic however, she was called at a much belated stage when she could not check her nature's call. Ultimately the test could not be completed. When her son protested</p> |





the receptionist rudely behaved with him.

The Clinic is represented by Mr. Gopal Mukhopadhyay, Centre Head, Apollo Clinic, New Town. Mr. Mukhopadhyay has expressed regret for the unfortunate incident. According to him, the concerned radiologist came late. The patient was scheduled as serial no 12. Hence, the delay.

He would however, submit that they have already taken up the issue seriously and has already counselled their front desk staff so that this type of recurrence would not arise.

The complainant would submit, her intention is not to penalise the clinic however, she wanted to raise this issue so that the patients visiting the clinic, would not suffer such ordeal in future.

We direct the clinic to give a letter of apology addressed to the complainant.

We also direct refund of the entire amount of Rs.



2,100/- deposited on account of the test.

The complainant is directed to send her bank details so that the money could be refunded to her through money transfer.

The clinic is cautioned. Hence forth, if there is any recurrence we shall ask the licensing authority to take appropriate steps against the CE in accordance with the rules prevalent there for.

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

Authentic
Secretary
West Bengal Clinical Establishment
Regulatory Commission