

4

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/SPG/2026/005**

Ms. Aindrila Jana..... **Complainants**

vs

Apollo Clinic, Thakurpukur.....**Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	27/03/2026	<p>The complainant would question an ACR report given by Apollo clinic, Thakurpukur in case of a patient being treated at Apollo hospital.</p> <p>Dr. Maity, the concerned Nephrologist, advised for ACR test that was done at Apollo clinic. Dr. Maity could not clinically co-relate the report with the physical status of the patient. The test was repeated at Apollo Hospital where the report came quite different from the earlier one and Dr. Maity treated the patient accordingly.</p> <p>The complainant has come up as against</p>



Apollo clinic, Thakurpukur against the wrong report.

Upon receipt of the complaint, we asked for response from Apollo clinic who stood by their report. We thought it fit to involve Apollo hospital in the process of disposal of the complaint.

Dr. Bhatia is present online. They have examined both the reports as well as the complaint and the response.

According to Dr. Bhatia, they are escalating the issue with their supreme body to take appropriate step as against the Apollo clinic which is running the show as franchise of Apollo.

We have considered the issue.

We hope and expect, Apollo management would take appropriate step against Apollo clinic



Case Reference: INT/SPG/2026/005



with intimation to the Commission.

We direct refund of the cost of the ACR test done by the Apollo Clinic, Thakurpukur to the complainant.

We impose penalty of Rs. 10,000/- on Apollo Clinic, Thakurpukur to be deposited with Saroj Gupta Cancer Center, Thakurpukur with intimation to the Commission.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Dr.Maitrayee Banerjee – Member


Sd/-

Smt Madhabi Das – Member



Case Reference: INT/SPG/2026/005

3  
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Secretary  
West Bengal Clinical Establishment  
Regulatory Commission