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Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference:WBCERC/SPG/299/2025-26

Ms.Chinmoy Mallick..... Complainants

vs

Atindra Medicare & Dialysis Centre.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	27/03/2025	<p>The complaint would relate to hospital negligence in a case of radiological investigation.</p> <p>The patient was under check-up of Dr. Maitryee Khaluaat Atindra Medicare. On February 14, 2026 the patient was advised by Dr. Maitryee to do TVS test for which the patient deposited the required amount. She was asked to wait. After waiting for about 3 hours she was told that the test would not be done.They asked for refund of the money that was not given. The complainant got the test done outside.</p>

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[Signature]

We received the complaint on February 26, 2026. We sent it for response vide letter dated March 16, 2026. The CE gave their response on March 19, 2026 by contending that the concerned sonologist could not do the test on that day and advised the patient to come on next day that the patient denied. They wanted to refund the money however, the complainant insisted on cash payment that they could not do in absence of bank details. They also could not transfer the money online.

The complainant is present online. He would strenuously dispute the assertion of the CE. According to the complainant, after waiting for long the complainant was asked to come on a different date. They did not agree and demanded refund. CE wanted to pay half of the amount that





the complainant did not accept.

The representative of the CE present online, would reiterate what they have stated in their response however, he is not able to produce any documentary support for the same.

We direct refund of the entire amount to the complainant on sharing of his bank details.

We also impose penalty of Rs. 5,000/- to be paid to the complainant along with refund of the amount.

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

Bz

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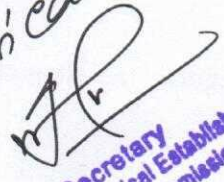
Authenticated
[Signature]

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission