

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/HOW/17/2026-27

Mr. Chirag Agarwal Complainant

vs

ILS Hospital, Howrah and Institute of Neurosciences Kolkata

.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/05/2026	<p>The complaint would relate to excessive fees charged by the consultant doctors as also investigations.</p> <p>So far the consultant fee is concerned the doctors are free to fix their fees and the CE would have hardly any role to play. In both these cases the consultant doctors are not on the regular payroll of the CE. Hence, the CE could not be blamed for such</p>



charges.

In case of INK the LFT charge is in excess. Dr. Chattaraj has assured, their software programming would be accordingly modified.

We direct refund of Rs. 400/- on this count to the complainant on sharing of his bank details.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission