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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/53/2026-27

Mr. Mahesh Kheria Complainant

vs

R N Tagore international Institute of Cardiac Science.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	25/06/2026	The complaint would relate to chemotherapy medicine that was not allowed to be outsourced by the patient. As a result, the patient had to pay a sum of Rs. 2,47,012/- (MRP). The complainant would contend, he contacted dealers and came to know, self same medicine would be available directly from the dealer at a subsidised rate.

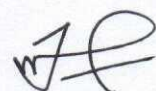


		The CE would contend, on principle, they do not allow the patient to buy from outside as there might be spurious medicine unknowingly used by the CE.
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		We have considered the rival contentions. It is now well established custom in the city that chemotherapy medicines are often allowed by other hospitals to buy from outside to reduce cost of the treatment.
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		It is high time that the CE should reconsider their practice.
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		Coming back to the present case, as we do in other cases, we direct discount of at least 10 per cent that would come to Rs.
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25,000/- (rounded off).

Let the complainant share his bank details with the CE so that money could be refunded to him at once.

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