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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/75/2026-27

Mr. Arpadip Das Complainant

vs

Arti Hospital, Budge Budge.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	25/06/2026	Despite notice, the CE is not represented. However, Ms. Anusua Bhattacharjee and Ms. Soumi Bhattacharjee Learned advocates appearing online, would submit, they are representing the Arti Hospital. The complaint would reveal, the patient wanted to have endoscopy at the centre and as such booked a slot by making payment of Rs. 2,500/- . However, on the appointed date

the patient could not attend for the test as she had already been hospitalised.

The complainant asked for refund that was denied.

We do not find any cogent reason to withhold the sum.

We direct the CE to refund the said sum at once 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/-



Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticate
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission