

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/EMID/46/2026-27

Mr. Arup Ari Complainant

vs

IRIS Clinic & Nursing Home.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	03/07/2026	The complaint would relate to excess payment received by the CE in a case of WBHS beneficiary. We have heard the parties. We have also heard Mr. Avik Roy, representing the Finance Department, Medical Cell. The complainant has asked for refund of Rs. 8,500/- that is justified as we find from the record.

		Let the complainant share his bank details with CE so that the money could be refunded to him at once. At this juncture the complainant would raise two more issues:- I) patient needed few investigations which were not available at the CE. CE asked them to arrange for transport to have it from outside. II) CE used use and throw needles multiple times. The CE would contend, they already offered their ambulance. However, complainant made their own arrangement.
--	--	--




We are not in a position to accept one version against the other in absence of appropriate evidence on the issue.

The hospital would deny multiple use of needles. We do not have any evidence to blame the CE.

CMOH, Purba Medinipur is directed to make a surprise inspection and report back to the Commission on the issue.

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

Secretary
West Bengal Clinical Establishment
Regulatory Commission