

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/HOW/79/2026-27

Mr. Debdatta Chatterjee Complainant

vs

Sun Multispeciality Hospital and Diagnostic Centre.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	03/07/2026	The complaint would relate to extortion of money in a case of Swasthya Sathi admission. We have heard the parties at length. We have also considered the video footage where we find that the representative of the CE was demanding cash from the complainant and that too, without any formal receipt for the same.

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		We direct Swasthya Sathi Grievance Cell, to take note of the offence and initiate appropriate proceeding and take it to a logical conclusion upon notice to the Commission.
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Coming back to the present case we find that initial sum of Rs. 10,000/- deposited by the complaint has already been refunded however, the medicine bills have not been refunded.

Let the complainant produce photo copies of the medicine bills to the CE and on such production they would immediately refund the entire medical cost to the complainant.



			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 <i>Authenticated</i> <i>[Signature]</i> Secretary West Bengal Clinical Establishment Regulatory Commission
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