

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2026/029

Mr. Zulfquar Hasan Complainant

vs

Apollo Clinic, Thakurpukur..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	15/07/2026	The complaint would relate to unauthorised realisation of OPD consultation fee. The complainant approached OPD on a follow up visit within a fortnight when he was forced to pay Rs. 1,250/-. In course of hearing, the concerned receptionist has appeared and expressed regret. According to her, by mistake she charged the patient.

			We are not at all impressed. The receptionist must have worked according to the direction of the management. The complainant would contend, no such notification was displayed at the reception desk, in case of second visit within fortnight, fresh consultation fee would not be charged. After receipt of the complaint the CE has offered refund Rs. 1250/-. The complainant would submit, he does not wish to take refund however, the CE must display advice of the Commission on the issue at the reception and / or billing desk. We appreciate the gesture shown by the
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complainant.

We direct the CE to install appropriate Display Board highlighting such advice and share a photograph with the complainant as well as the Commission.

Since the complainant does not wish to get refund let the said amount of Rs. 1,250/- be doubled and a sum of Rs. 2500/- be paid by the CE to Saroj Gupta Cancer hospital in the name of the complainant and share a receipt with the complainant with a copy to the Commission.

The entire process must be completed within a week from date.

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>Aulken H. ...</i> <i>W. L. ...</i> Secretary West Bengal Clinical Establishment Regulatory Commission
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