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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/NPG/2026/020

Mr. Suvangkar Saha Complainant

vs

Apollo Clinic, Sodepur Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/07/2026	Despite notice, the complainant is absent although the CE is present online. We have also tried to contact the complainant over phone but could not establish contact. Hence, we are constrained to dispose of the complaint in his absence. The complainant approached an orthopaedic surgeon at a day care clinic. The patient was examined by the doctor and



procedure was done. The doctor charged Rs. 7,000/- and gave receipt to the complainant therefor.

The complainant would now contend, the amount was quite exorbitant.

Ms. Santa Roy, representing the clinic, would submit, they did not have any privity of contract with the complainant. The complainant directly came to the doctor and paid the money to him against a receipt issued by the doctor. The clinic did not receive any money from the complainant as such, they are not responsible for the amount that the complainant paid to the doctor.



			Response given by the CE sounds logic. The complaint is disposed of accordingly without any interference. 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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