

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: KOL/2019/000718

Saroj Kumar Ghosh..... Complainant

vs

Sri Aurobindo Seva Kendra.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	09/01/2020	<p>The complainant is absent. The complaint would relate to price of medicine. The complainant would allege, the treating doctor prescribed medicine in its generic name when the hospital pharmacy supplied high end medicine that would be costing much more than the price of the other brands available in the market. We deprecate such practice.</p> <p>The pharmacy bill in the instant case would amount to Rs. 939.50/-.</p> <p>We direct refund of Rs. 500/- to be sent to the complainant by account payee cheque by registered post with acknowledgment due.</p> <p>We hope and trust, in future the Clinical Establishment would take appropriate consent from the patient party for supplying high end drug when other brands are available at a much lower rate. We also direct the Clinical Establishment to give at least flat discount of 10 percent from the pharmacy bill that is available in the market to the patients visiting them.</p> <p>The complaint is disposed of accordingly.</p>

			<p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Prof. (Dr.) G. K. Dhali – Member</p> <p>Sd/- Prof. (Dr.) Madhusudan Banerjee – Member</p> <p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- Smt Madhabi Das - Member</p>
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Authenticated

ARSHAD HASAN WARSI
WBCS (Ex)
Secretary
West Bengal Clinical Establishment
&
Regulatory Commission
Joint Secretary
Health & F.W. Department

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