

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: INT/KOL/2022/003

Mr. Jitendra Singh..... Complainant

vs

Chikitsa medicare Centre Pvt. Ltd..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	21/01/2022	<p>The complaint would relate to harassment at the diagnostic centre. The complaint would reveal, the complainant got himself registered for ultrasound examination of lower abdomen that would require full bladder for proper examination. The complainant would contend, he had to wait for one and half hours, even then, he was not allowed to be examined for which he had to suffer tremendous pain by keeping the bladder full. The CE would contend, the concerned sonologist was busy with the other patient and as such, he could not be called earlier. In any event, they would express regret for the same.</p> <p>We direct refund of the amount paid by him.</p>



We direct the complainant to share his bank details with the diagnostic centre so that money could be refunded to him.

CE would also send a letter of apology in this regard to the complainant in course of the day.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

ARSHAD HASAN WARSI
Secretary
W. B. C. E. R. C. (Ex)