

Office of the West Bengal Clinical Establishment Regulatory Commission

1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

**Case Reference: INT/BIR/2022/011**

Mr. Ashis Mondal..... **Complainant**

vs

Spandan Healthcare..... **Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	24/01/2022	<p>Despite Call, the CE is absent we have tried to contact them on phone, but in vain. The complainant is present online.</p> <p>The complainant has two issues; (i) the pathological tests done at their centre, were actually outsourced and such fact was concealed to the patient party moreover, they billed Rs. 3,660/- however, he paid Rs. 3,700/- and is entitled to have Rs. 40/- as refund. He also booked for a test Eco cardio graphy color dopler test for which they received a sum of Rs. 500/- in advance however, the said test was not done and the money was also not refunded.</p> <p>We find from the report, the CE took responsibility of</p>

the test that were done at their centre hence, the first complaint would not sound logic.

We direct the CE to refund a sum of Rs. 540/- at once to the complainant.

We direct the complainant to share his bank details with the CE so that money could be refunded to him by online transfer.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – 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)