

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/WMID/2022/034

Mr.Mrinal Kanti Ghosh..... Complainant

vs

Barasat Narayani Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	23/02/2022	<p>The patient booked for a tele consultation for which the CE realised a sum of Rs. 600/- however, the concerned Nephrologist could not be contacted through online mode. The patient personally called up the doctor when the concerned doctor asked him to come to the OPD. Since it was not feasible to attend from a distant place, the CE should have refunded the amount realised from him. Despite repeated requests, they failed to refund until we intervened after receipt of the complaint.</p> <p>We direct the CE to send a letter of apology to the complainant within a week from date.</p> <p>The complaint is disposed of.</p>



Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) MakhanLalSaha – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

SmtMadhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission