

**Case Reference: INT/KOL/2022/092**

**Mr. Prasanta Dutta ..... Complainant**

**vs**

**Institute of Human Reproduction & Crysta IVF Life Pvt. Ltd..... Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	21/04/2022	<p>The complaint would relate to a failed IVF process.</p> <p>We have heard the parties at length.</p> <p>The complainant would contend, they have come from rural area. The complainant is a driver by profession. They were assured 100 percent success hence, they arranged the money by borrowing. Since the process failed CE should have compensated. Instead, however they demanded further sum of Rs. 2 lakh to continue with the process.</p> <p>Dr. Ananya Chakraborty represents the CE. According to her, everything had been explained to the patient party before the agreement was arrived at. They understood the content of the agreement and signed it. There is no question of refund of the said sum. It was</p>



		<p>explained to them that IVF procedure was totally uncertain. There had been medical problem with the wife as well as the husband. Dr. Chakraborty would also deny the assertion of the complaint. According to her, the complainant introduced him as a businessman and his father-in-law was a Gynaecologist, working in Nabanna hence, the CE was definite that the patient party were apprised of the process.</p> <p>We are unable to give appropriate relief to the complainant in view of the signed agreement produced before us.</p> <p>In course of hearing, Dr. Chakraborty, on instruction from her management, would offer a sum of Rs. 60,000/- purely on humanitarian ground. We appreciate the gesture of the CE and dispose of this complaint by recording such assurance.</p> <p>Dr. M L Goyanka Director of the CE has joined from Guwahati. He would assure, money would be transferred to the account of the patient at once.</p> <p>We direct the complainant to share the patient's bank details so that money could be transferred to her</p>
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account at once.

Before we part with, we express our strong displeasure as to the mode of communication. IVF process is a costlier process and at the same time uncertain hence, to maintain transparency, the CE should have video recorded the counseling process. We hope and trust, in future, they would do so in case of all IVF consultations.

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

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

Authenticated  
[Signature]