

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:INT/DJRZ/2022/182

Mr. Sandip Jha Complainant

vs

Newlife Fertility Centre..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	17/10/2022	<p>This matter would relate to failed IVF procedure.</p> <p>Although the complainant has raised issues with regard to the treatment protocol we refrain from making any comment on the same being outside our domain.</p> <p>The complainant would also raise the financial issue that would be within our domain. We find, the complainant agreed to have treatment of his wife under a package of Rs. 65,000/-. However, according to the complainant, from time to time, he was asked to pay over and above the package amount. Ultimately, he had to pay Rs. 3.21 lakhs.</p> <p>The CE would try to explain the additional cost however, in course of hearing, Mr. Bipin Bihari, Learned</p>

Advocate, appearing for the CE, in his usual fairness, on instruction, volunteers to refund a sum of Rs. 1.83 lakhs that they actually received as the treatment cost.

According to Mr. Bihari, the other part of the amount that the complainant is claiming, would relate to medicine cost that was actually spent during treatment. Mr. Jha, the complainant, agrees to accept the proposal.

We permit the CE to refund the said sum of Rs. 1.83 lakhs by three equal monthly instalments of Rs. 61,000/- each. The first of such instalment would be paid by November 01, 2022 and thereafter on the first day of the each succeeding month.

In default of payment of any one instalment, the balance amount would automatically become due that would carry interest at the rate of 7 per cent per annum until realisation.

The complainant is directed to share his bank details with the CE so that the money could be transferred to his account within the stipulated period.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutrittha Bhattacharya, IAS (Retd)- Member

Authenticated
WZ/r

Secretary
West Bengal Clinical Establishment
Regulatory Commission