

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/MUR/2024/009

Mr. Biswanath Dey Complainants

vs

Gitaram Hospital, Murshidabad.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	31/01/2024	<p>The complaint would relate to delay in handing over of the dead body as well as additional sums collected from the complainant under WBHS admission.</p> <p>We have perused the complaint.</p> <p>The CE has replied to the complaint without giving a copy to the complainant. Ms. Banhishikha Basak, Administrative Officer of the CE, is present online. She would admit her mistake in not giving a copy of the reply to the complainant.</p> <p>Let her communicate the same at the earliest to the complainant.</p> <p>We have examined the additional bill raised by the complainant. We feel, a sum of Rs. 1,778/- is due to be</p>

refunded to the complainant on account of 20th percent discount payable on the consumable products used in the process of treatment. Once the complainant is directed to share bank details with Ms. Basak so that money can be refunded to him at once.

With regard to delay in handing over of the dead body, Ms. Basak is also candid enough to admit her mistake. She would contend, there been delay on the part of the administration and they would assure us, this type of unpleasant occurrence would not recur in future.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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