

**Case Reference: INT/KOL/2024/023**

Dr. Debasis Bhattacharya ..... Complainant

vs

AMRI, Salt Lake.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	20/02/2024	<p>The complaint would relate to admission refusal. The complainant, a very senior doctor, former professor of Bankura Sammiloni Medical College and Hospital approached the CE for his wife's admission who was having acute pain abdomen. She was examined by Emergency Medical Officer who advised admission that would appear from the medical record.</p> <p>According to Dr. Bhattacharya, as and when he produced his WBHS card the CE refused admission on the ground of absence of vacancy.</p> <p>On receipt of the complaint we sent it to the CE. CE gave their response. We have gone through the response.</p> <p>The crux of the response would highlight two issues:-</p>

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|  |  |  | <p>i) The complaint is "false, frivolous and vexatious and made with sole motive of unjustly enriching herself" being the patient.</p> <p>ii) "Real cause" for filling the complaint is to malign the doctors and the hospital.</p> <p>On merits of the case they are consistent to say, the CE did not have any vacancy. Pertinent to note, no vacancy chart has been produced before us which could completely clinch the issue.</p> <p>Dr. Biswajit Mitra, Medical Superintendent, is present online. He would express his regret to Dr. Bhattacharya who is also present online.</p> <p>His personal apology would not do. The CE must send a letter of apology withdrawing their allegations as against Dr. Bhattacharya and/or his wife made in the response that is highlighted hereinbefore.</p> <p>On merits of the case, as observed hereinbefore, once the CE is consistent they did not have vacancy they should have produced the admission records to prove their case. They do not do so.</p> |
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We impose a penalty of Rs. 10,000/-.

We direct the CE to deposit the said sum with Ramkrishna Mission, Yogodyan Math in the name of patient Smt. Brototi Bhattacharya and send a copy of the receipt along with a letter of apology to Dr. Bhattacharya as well as his wife duly signed by the CEO of the concerned unit of the CE.

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/-

Smt Madhabi Das - Member

*Authenticated*  
*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission