

Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: INT/KOL/2024/035

Mr. Obedullah Ahmed Complainant

vs

AMRI, Mukundapur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/02/2024	<p>The complaint would relate to misbehaviour at the OPD.</p> <p>The complainant is an employee of TCS that would have a tie-up with Medibody, a private third party service provider who arranged medical consultation of the employees of the TCS.</p> <p>On such tie-up, the complainant approached Medibody for an orthopaedic consultation with Dr. Nirmalya Deb of AMRI, Mukundapur. Accordingly, consultation was fixed, so informed to him by Medibody. When the complainant approached AMRI, Mukundapur, they totally denied having any information about the appointment. The</p>

complainant would contend, they even denied about the concerned doctor's relationship with the CE. Subsequently they admitted that the concerned doctor is doing OPD service and through intervention of Medibody ultimately the complainant got the opportunity of consulting the concerned doctor.

He made a complaint directly to AMRI, Mukundapur with a copy to us.

We registered the same and fixed it for hearing today.

Dr. Bappaditya Mukhopadhyay, the Medical Superintendent of AMRI, Mukundapur is present online. He would tender apology for delay in submitting response that we have received only today morning.

The complaint was made directly to them on February 11, 2024. We asked for response on February 16, 2024. We sent further mail intimating the date of hearing. Yet, the CE did not send us



response till yesterday. The conduct is deplorable.

On going through the response that the CE has sent we do not find any factual confrontation made by the CE.

Dr. Mukhopadhyay, however, would make oral submission about the incident. He is also assisted by Ms Swagata, the OPD Executive and Ms Ritika Das, the concerned lady executive with whom the complainant interacted on that day.

Ms Das would contend, they entertain people from Medibody for health check-up but not consultation. Hence, there was some confusion. Subsequently, the complainant was entertained and consultation was provided for.

Dr. Mukhopadhyay would also contend, the tie-up is at the transitional stage. The formal execution of the document is yet to be made. Even then, they did not deny service.

The incident is unpleasant and totally uncalled for.

We feel, interest of justice would be sub-served if AMRI, Mukundaapur would express regret for the incident and send a letter to the said effect to Mr.Ahmed with a copy to Medibody and TCS.

Such letter must be sent within a week from date.

The complaint is disposed of accordingly.

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

Authentic

W.F.

Secretary
West Bengal Clinical Establishment
Regulatory Commission

Q