

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/2024/084

Mr. Ananda Bakshi Complainant

vs

Indian Institute of Liver & Digestive Science (IILDS),
Sonarpur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/04/2024	<p>The complaint would relate to misbehaviour of a doctor.</p> <p>The complainant lodged the complaint with the grievance, since the investigation was not done at the CE the doctor refused to see the report and prescribed medicine on that basis. The aged patient was hurt by his behaviour.</p> <p>The CE has given their response denying the entire episode. The Medical Superintendent would inform, since the patient was a male patient they did not provide any attendant at the time of examination. The incident happened in the doctor's chamber and nobody else was</p>



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present on behalf of the CE.

The concerned doctor is present online. He would categorically deny the allegation. He would submit, he has not only seen the report but also evaluated it that would be apparent from the prescription dated March 18, 2024.

There is no corroborative evidence. It would be difficult for us to believe one against the other. However, there is one salient feature that we should mention otherwise, we would be failing in our duty.

The complaint came to us on March 21, 2024. The complaint did not accompany any prescription. We sent it for response to the CE on March 25, 2024. We received the response on April 2, 2024 wherein the CE categorically denied happening of any such incident. To buttress their contention the CE mentioned that the patient came on a follow-up consultation on March 18, 2024 when investigation reports mentioned above, were evaluated by Dr. Mitra and Dr. Mitra prescribed "the



therapy based on those reports only and suggested that as he was suffering from HBV related cirrhosis with high chances of developing into HCC which sometimes becomes very difficult to detect and he only discussed the benefits of conducting this type of tests by some GI radiologist in some reputed institute who are encountering similar type of cases very often”.

Going through the said response, we immediately contacted the complainant over phone and requested him to provide us the prescription. The complainant sent us the prescription dated March 13, 2024. We again called - up asking for the prescription for March 18, 2024 when the complainant categorically stated, the doctor did not issue any prescription on that day. Incidentally such call has already been recorded in the mobile phone used by our office.

Today, for the first time, the second prescription has surfaced that was sent to us during intervening holidays.

Factual scenario would not inspire our confidence to

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give credence to the complaint.

We decline to interfere.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Smt Madhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission

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