

Office of the West Bengal Clinical Establishment Regulatory Commission  
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**Case Reference: WBCERC/KOL/97/2024-25**

Ms. Renuka Bhattacharya ..... **Complainant**

**vs**

Fortis Hospital.....**Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	29/08/2024	<p>The complaint would relate to mis-behaviour of the treating doctor and the other staff of the hospital. However, the complainant who is present online, does not wish to escalate such issue as subsequently the concerned doctor talked to him and the issue was resolved.</p> <p>However, the medical records are yet to be shared by the CE.</p> <p>In course of hearing, the complainant would desire to have the medical records on Saturday next.</p> <p>Mr. Sahin Biswas, representing the CE, would assure, in case the complainant comes and visits him he</p>

would be handed over copy of the entire medical records.

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

*Authenticate &*

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

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