

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/KOL/115/2024-25

Ms. Mehrun Siamwala..... **Complainant**

vs

Netaji Subhas Chandra Bose Cancer Hospital.....**Respondent/
Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/09/2024	<p>The complaint would relate to delay in giving service to the patient.</p> <p>The complainant attended the CE for a diagnostic test. She was on fasting. According to the complainant, she had to wait till 1.30 pm in the afternoon without having any breakfast, not even a drop of water.</p> <p>We asked for response. CE has given response on August 31, 2024 with a copy sent to the complainant.</p> <p>The complainant is absent online despite notice being served. We tried to contact the complainant over phone. The gentleman who picked up the phone, expressed their inability to attend the hearing as they were busy in a</p>

social function.

We have examined the reply. We have also examined the records. We find, pathological sample was taken at 9.24 a.m. and the diagnostic procedure was done at 10.52 a.m, so the complain that the patient had to wait till 1.30 pm on fasting, is not correct.

We do not find any scope 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/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal
Regulatory Establishment
Commission