

Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
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Case Reference: WBCERC/KOL/116/2024-25

Mr. Ranjit Kumar Sur **Complainant**

VS

R N Tagore International Institute of Cardiac Science.....**Respondent/**
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/09/2024	<p>The complaint would be of two folds:-</p> <p>i) Although a sum of Rs. 14,010/- was paid to the CE for Angiogram receipt was given despite complaint being made.</p> <p>Mr. Sumanta Ghosh, representing the CE, would assure, the receipt would be given at the earliest, preferably, by tomorrow.</p> <p>ii) The second issue is on patient facility.</p> <p>We are astonished to know that a hospital of repute does not have adequate wash-room facility in the ground floor.</p>

By the letter dated August 22, 2024 CE strenuously objected to such statement. They would contend, there are adequate number of wash rooms possibly, the complainant could not find them.

We direct the CE to send us the screen shot of the images not only of the wash rooms but also adequate display showing the way to wash rooms show that the members of public could use those avoiding long queue as suffered by the complainant as stated in his complaint.

The entire process must be done at the earliest preferably, 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

Authenticated
[Signature]

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West Bengal Clinical Establishment
Regulatory Commission