

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:WBCERC/SOU/152/2024-25

Ms.Anupama Halder (Tikader) Complainant

vs

CMRI.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	28/10/2024	<p>The complaint would relate to harassment of a pregnant lady who approached the CE upon being satisfied of her earlier treatment when she had Gallbladder Surgery at the same CE under WBHS.</p> <p>The complainant conceived through IVF procedure, She was a resident of Diamond Harbour. She had her gallbladder surgery at CMRI.She was highly satisfied with their treatment with the treatment that she got under WBHS category from same hospital. She came all the way from Diamond Harbour to consult Dr Lohari Roy, Gynaecologist. However, her attempts failed as she was not able to get appointment. She opted for other Gynaecologist. Ultimately Dr. Lipika Das examined her</p>

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at the OPD on her thirdtrimesterand directed the coordinators, Ms Shilpi and Ms Rituparna to get her booking done on 6th or 7th July. However ,Ms Rituparna expressed her doubt whether the management would agree to take the patient under WBHS category.

The complainant would contend, her harassment started thereafter when both the coordinators, instead of taking her to the booking desk, took her to a senior management executive Ms Seema Sagar who rudely rejected the booking. Hence, this complaint.

Ms. Halder is present online along with her husband Mr. Subhodeep Tikadar. They would explain their ordeal and the harassment that they suffered at the CE. According to them, only because they wanted to have their admission under WBHS category the management notonly denied booking but also misbehaved.

We have heard the complainant and her husband. We have also heard Dr. Bhattacharya being assisted by Ms Sumana on behalf of the CE.



On our request, Ms Silpi and Ms Rituparna also joined online.

The management would try to explain the situation by contending, since it was a third trimester the concerned gynaecologist thought it a high risk pregnancy. The patient was thus asked to come for follow-up.

She did not turn up as per the advice of Dr. Lipika Das. Hence, The patient could not be admitted.

We are not at all impressed by the explanation offered by the CE.

It is true, some consultants are reluctant to accept WBHS patients because of the package that is available under the said category. However, in this case we are happy to note that Dr Lipika Das agreed to take the patient despite the fact that she wanted to be admitted under WBHS category. We express our sincere gratitude to Dr. Lipika Das.

The management through Ms Seema Sagar should not have denied admission. The conduct of the management





is deplorable.

We impose a penalty of Rs. 10,000/- to be paid to the complainant.

We also direct the CE to send a letter of regret duly signed by the appropriate authority in this regard. 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/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

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