

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/KAL/158/2024-25

Ms. Usha Gupta Complainant

VS

North Bengal Neuro Centre Pvt.Ltd.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/11/2024	<p>The patient was admitted at the CE being referred by ESI. In usual course, there could not have been any demand for additional sum. However, the complainant agreed to meet the demand of the hospital for additional sum of Rs. 30,000/-. Despite, such additional sum being paid, ERCP procedure as prescribed by the doctor, could not be had because of some technical issue.</p> <p>CE is still agreeable to treat the patient by doing appropriate procedure to ease out her problem.</p> <p>The complainant is agreeable to get the patient readmitted. However, he wants an assurance that the CE would do their best to treat the patient.</p>

Dr. M L Dhandhaniá, representing the CE, would assure, whatever treatment the patient requires, would be given free of cost.

We thus do not wish to interfere and expect, in case the patient is admitted within a day or two the CE would do the needful to cure the patient, free of cost.

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

Antenacted
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission