

Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: WBCERC/KOL/166/2024-25

Ms. Ananya Joardar **Complainant**

VS

RG Stone Urology & Laparoscopy Hospital.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/11/2024	<p>The complaint would relate to an unfortunate incident that happened to an elderly lady who went to the diagnostic centre for some diagnostic investigations.</p> <p>According to the complainant, the patient fell down from the wheelchair as the staff was inattentive.</p> <p>The CE however, did not agree with such contention. According to them, the patient wanted to come down from the X-ray table and fell down in the process.</p> <p>Soon after the complaint made by the complainant to us, the CE became active. They personally visited the patient who incidentally stays in the same complex where</p>

		<p>the diagnostic centre is housed.</p> <p>The complainant would contend, CE was not only extremely helpful but also maintained a cordial relationship with the patient and the patient family.</p> <p>Mr. Sasanka Das, representing the CE, already offered necessary charges required for paramedical service being the physiotherapy and Ayah service that the patient would be requiring. They also assured that the next diagnostic investigation, if advise by the doctor, would be done by the CE free of cost.</p> <p>In view of such gesture shown to the patient and the patient family, the complainant does not wish to escalate the issue any further.</p> <p>We dispose of the complaint accordingly.</p> <p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/- Prof. (Dr.) Makhan Lal Saha – Member</p>
--	--	---





			<p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Aulken H. Akle</i></p> <p><i>7/2</i></p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
--	--	--	---