

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/PASM/191/2024-25

Mr. Piyas Manna..... **Complainant**

vs

I Q City Hospital, Durgapur.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/11/2024	<p>The complaint would relate to misbehaviour of the two nursing staff Mr Gaurav and Ms Moonmoon. The patient herself is present online. She has narrated her ordeal.</p> <p>Dr Kuntal Banerjee, the Deputy Medical Superintendent is also present online. He would assure, there would be no such recurrence in future.</p> <p>The patient is supposed to get admitted for further surgery. Dr Banerjee would assure, he would take personal care to see that patient is not inconvenienced in any way.</p> <p>We also direct the CE to see that this particular two</p>

			<p>nursing staff are not engaged directly or indirectly to look after this particular patient.</p> <p>The patient stays nearby. The concerned two nursing staff being accompanied by a senior executive of the CE, must visit the patient at her residence and apologise for such unfortunate incident.</p> <p>The complaint is disposed of accordingly.</p> <p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i> <i>[Signature]</i> Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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