

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>

nursing staff are not engaged directly or indirectly to look after this particular patient.

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.

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