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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/NOR/208/2024-25

Mr. Amit Nath Complainant

vs

Sterling Hospital, Kolkata.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/12/2024	<p>The complaint would relate to non receipt of medical records.</p> <p>On going through the complaint and the response we feel, there was some communication gap.</p> <p>To resolve the issue, we once again direct the CE to give a complete set of medical records pertaining to the treatment of the patient along with a certificate that they do not hold any document other than what are being sent to the complainant by the proposed set as directed above.</p> <p>The CE is however, would be at liberty to charge for the actual cost of making of such copy of the medical records at the time of handing over of the same.</p>



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/-
Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-
Smt Madhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission