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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