

Office of the West Bengal Clinical Establishment Regulatory Commission

1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

**Case Reference:INT/KOL/2024/144**

**Mr. Narendra Nath Malakar..... Complainant**

**vs**

**Suraksha Diagnostic Ltd. Salt Lake.....Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	09/01/2025	<p>Despite notice and despite repeated calls, the complainant is absent. We have tried to contact him over phone but failed.</p> <p>The CE is present online.</p> <p>The complaint would relate to misbehaviour of the staff.</p> <p>The complainant, a senior citizen, approached the Diagnostic Centre for various medical investigations.</p> <p>CE have tendered unqualified apology for the incident through their letter dated January 08, 2025. They have also assured, they would reach out to the complainant personally and try to resolve the issue that has been raised in the complaint.</p>







			<p>We dispose of the complaint recording such assurance given by the CE.</p> <p>Sd/-</p> <p>The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p><i>[Signature]</i></p> <p><b>Secretary</b> West Bengal Clinical Establishment Regulatory Commission</p>
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