

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: WBCERC/HOW/242/2024-25**

Ms. Narayani Biswas ..... Complainant

vs

Nabanir Hospital & Diagnostics Pvt. Ltd.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	2.	27/02/2025	<p>The complaint would relate to alleged medical negligence in a case of ENT surgery.</p> <p>On our request, Professor Dr. Arunava Sen Gupta is present to assist us at the hearing.</p> <p>Dr. Sen Gupta has interaction with the concerned surgeon as well as the patient.</p> <p>According to the patient, doctor gave an estimation of 5-7 days rest period. However, the patient did not get well within the said period and as a result she lost her job.</p> <p>According to professor Sen Gupta, the surgery was done according to the protocol. However, the concerned</p>

doctor should not have given any guarantee as well as the time line that must have created misunderstanding.

View of Professor Sen Gupta as to the procedure, is prima facie in nature. Treatment protocol is outside our domain.

Dr. Chakraborty, the concerned surgeon, would admit, the CE would belong to him as he is major share holder and Director of the said company.

We grant liberty to the complainant to approach appropriate authority as against her grievance.

In case she is successful therein she would be at liberty to apply afresh before us so that we could give her appropriate monetary relief.

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

*Authenticate*