

Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: WBCERC/NOR/260/2024-25

Mr. Sajal Sharma Complainant

vs

New Spandan Nursing Home & Diagnostic Centre.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/03/2025	<p>The compliant would relate to post surgical complication that caused due to the latches on the part of the surgeon.</p> <p>The patient was diagnosed Appendectomy. The concerned surgeon counselled the patient and / or the patient relatives that it would be done through micro surgery. However, in course of surgery, the concerned surgeon could not succeed through micro surgery. The concerned surgeon opened the abdomen without taking any prior consent from the complainant and/ or the patient relatives. Even then, the surgeon could not successfully complete the procedure.</p>



			<p>This issue is completely outside our domain. The complainant would be free to approach appropriate authority questioning the surgical protocol.</p> <p>The patient was admitted under Swasthya Sathi mode. Yet, a sum of Rs. 20,000/- was taken in cash from the complainant in excess of the payment already received from the Swasthya Sathi mode.</p> <p>The CE has denied having receipt of any cash payment.</p> <p>We direct the Ghola Police Station, 24 Parganas (North) to take cognizance and take it to a logical conclusion.</p> <p>In course of hearing, the complainant has shared a copy of the biopsy report that may be kept on record. The CE would, however, submit, the report that the complainant is relying upon, was not done by them. They initially got the sample tested at an outside laboratory that report was doubtful hence, the laboratory was asked to review the same and the corrected report was handed</p>
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over to the complainant on May 5, 2024.

We direct the CE to share the biopsy report relied on by them along with proof of receipt of the same by the complainant.

Both the reports be also sent to the police to investigate which is fake and takes steps accordingly.

The police administration would update the Commission accordingly.

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/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission