

Case Reference: WBCERC/KOL/262/2024-25

Mr. Pradip Sen Complainant

vs

Medica Superspeciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/03/2025	<p>The complaint would relate to delay in getting appointment for MRI.</p> <p>The patient was under WBHS category. He is under apprehension that since it is a case of WBHS the appointment was unnecessarily delayed. Hence, this complaint.</p> <p>After receipt of the complaint, the CE preponed the date and the procedure was done immediately.</p> <p>Mr. Komal Dashora, representing the CE, has shared his phone number with the complainant and promised, next time there would be no difficulty in getting appointment or admission, as the case may be.</p>

Recording such assurance from the CE, we dispose
of the complaint.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission