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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:WBCERC/KOL/277/2024-25

Md. Zakir..... Complainant

vs

Dilkusha Nursing Home Pvt. Ltd.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	17/04/2025	<p>Despite repeated requests, the complainant is absent.</p> <p>The complaint would relate to X-ray report. X-ray was done on March 06, 2025. The report was however, not given hence, the complainant has submitted the complaint before us on March 11, 2025.</p> <p>The CE thereafter delivered the report on March 13, 2025.</p> <p>The representative of the nursing home would express regret for the miscommunication causing delay in handing over the report. According to him, the report was ready on March 6, 2025 however, for some reason or the other, the reception desk did not deliver the report to him, after receipt of the complaint they delivered the report on</p>

March 13, 2025.

We direct the CE to refund the amount that the complainant paid for the test

Since the complainant is not present online it would be the obligation of the nursing home to hand over the money to the complainant at his recorded address and share a copy of the receipt with the Commission at once.

The complaint is disposed of.

Sd/-

The The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission