

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/SOU/22/2025-26

Ms. Karabi Bharadwaj Complainants

vs

Medica Superspeciality Hospital.....Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|---|
| | 1. | 14/05/2025 | <p>The complaint would relate to refusal to give OPD appointment in a case of suspected pox patient. The CE submitted a delayed reply contending that the receptionist asked the complainant to have tele-consultation instead of physical OPD appointment that the complainant did not agree.</p> <p>In course of hearing, Mr. Dasora, representing the CE, would express regret. He is also prepared to communicate such regret in writing to the complainant.</p> <p>In view of such assurance, we do not wish to interfere with the complaint.</p> <p>We hope and trust, the letter of regret would reach the</p> |

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complainant as well as the patient within a week from date.

Before we part with, we hope and expect, the CE would properly train their tale-callers and / or receptionists so that this type of unpleasant incident does not recur.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission