

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/HOW/24/2025-26

Dr. Samya Banerjee Complainant

vs

Narayana Superspeciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	21/05/2025	<p>The complaint would relate to a very very unfortunate situation that we are faced for the first time in the history of the Commission.</p> <p>A brain stroke patient had an OPD appointment at 2.30 p.m on March 28, 2025. According to the patient, on the day prior to the OPD appointment the CE called up and confirmed the appointment and asked him to come at 4.30 p.m. instead of 2.30 p.m. Accordingly, he reached there at 4.35 p.m. Vitals were checked. The registration was completed when he was asked to wait. After a prolonged wait, he inquired from the secretary when he was told that the doctor had left the OPD to see an Emergency patient and he would come back and see the</p>

rest of the patients. The doctor subsequently came and started attending the patients. After a prolonged wait, the patient asked permission of the secretary to approach the doctor and after taking permission he went to his chamber. There had been heated exchange of words followed by altercations when the wife of the patient got injured. According to the patient, his mobile phone was smashed by the doctor and his medical records were thrown outside. Hence, the complaint.

The patient is present online accompanied by his wife. He has narrated his ordeal before us.

The concerned doctor is also present online. He has also narrated his version.

According to the doctor, the patient was supposed to come at 2.30 p.m. He came inordinately late. When the doctor was attending patients one by one an Emergency call came and he had to leave the OPD to see a critically ill patient at the Emergency that caused some delay. After coming back he found the patient waiting in his chamber



that he objected resulting in heated exchange of words. Thereafter, he asked the security to take the patient out of his chamber. Next day, he complained to the local police station. Subsequently, he came to know, there had been allegations made against him by the patient and / or his relatives in the social media. The patient has also threatened him with dire consequences by a letter addressed to him.

Mr. Sumanta Ghosh, representing the CE, would agree that it was a very unfortunate situation that seldom takes place. There had been cross complaints before the police and let the police take those complaints to a logical conclusion.

Mr. Ghosh is also of the opinion that the issue is not within the domain of the Commission.

Our esteemed members are Ad-idem, the incident is too unpleasant and would be unbecoming of the medical institution and the persons associated with them.

The CE would contend, there was no cctv footage

available at the OPD.

Had the cctv footage been available to us the issue could be resolved at once.

We request the Commissioner, Howrah Police Commissionerate to take the issue to a logical conclusion at the earliest and submit a report to us.

The direction to the police authority as above, would however, not preclude the CE to have an in-house inquiry dispassionately and try to resolve the issue amicably in a congenial atmosphere.

We hope and expect, Dr Devi Shetty, the founder of this institution, would intervene and resolve the issue with a logical conclusion upon intimation to us.

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
WBC

Secretary
West Bengal Clinical Establishment
Regulatory Commission