

Case Reference: WBCERC/PURB/46/2025-26

Mr. Rudrajit Dawn Complainant

vs

Kalyani Institute of Medical Science.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	04/06/2025	<p>The complaint would relate to hospital negligence.</p> <p>We received the complaint on May 13, 2025. We sent this complaint to the CE on May 19, 2025 asking for a response. Despite repeated requests, the CE failed and neglected to give any response. The conduct of the CE is deplorable.</p> <p>We impose a penalty of Rs. 5,000/-. The CE is directed to deposit the said amount with the Commission within a week from date.</p> <p>The complainant would contend, the discharge summary did not bear the rubber stamp of the CE, as a result, he is not able to claim reimbursement from the insurance company.</p>





The complainant would also contend, Helpline Number given by the CE is not responsive.

Mr. Misayel Dutta, representing the CE, would admit, their might be some problem for which the complainant could not contact the CE. He would assure, a duplicate discharge certificate bearing the rubber stamp, would positively be sent to the complainant within a week from date.

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

Authentic
WBC
Secretary
West Bengal Clinical Establishment
Regulatory Commission