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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/NOR/44/2025-26

Ms. Indrani Majumdar Complainant

vs

Sushrut Hospital, Kalyani.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	04/06/2025	<p>The compliant would relate to post operative complication in a case of Gynaecological intervention. The complaint is principally against the concerned Gynaecologist for whom the complication arose. Incidentally Dr. Sabuj Pal, laproscopy surgeon, was present at the CE at that time. Dr. Pal did the curative surgery and the situation was taken care of.</p> <p>The complainant would submit, they did not have any grievance as against the CE save and except, the CE did not update them about the status of the patient at the crucial time.</p> <p>He would also submit, the hospital should have been more compassionate with regard to billing.</p>



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In course of hearing, Dr. Subhasis Biswas representing the CE, in deference to the desire of the Commission, would agree to give refund of Rs. 18,500/- to the complainant particularly considering the fact that the claim for reimbursement from the insurance company has been rejected .

The complainant is directed to share his bank details with the CE so that money can be paid through bank transfer.

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
MF
Secretary
West Bengal Clinical Establishment
Regulatory Commission

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