

Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: WBCERC/SOU/54/2025-26

Mr. Muraf billa Sardar Complainant

vs

Astha Merernity & Nursing Home.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	18/06/2025	<p>On April 1, 2025 the patient attended the Emergency with a complaint of “fall from stairs”. He was accordingly treated as we find from the medical records.</p> <p>By a complaint dated May 14, 2025 the complainant approached us as against the CE on the ground that his injury was caused by Road Traffic Accident and not “fall from stairs” that the medical officer refused to incorporate in the hospital record.</p> <p>The hospital has given us a response dated May 30, 2025. The relevant paragraph is quoted below:-</p> <p><i>“At the time of admission, the treating doctor documented the patient’s history as a fall injury from</i></p>



stairs, with no history of road traffic accident. This history was clearly provided by both the patient and their accompanying attendants."

The complainant present online over phone, would submit, he did not know who had reported to the doctor that there had been an accidental fall. In fact, he got injured in a road traffic accident and the doctor refused to record it.

The complainant could not produce any record pertaining to any contemporaneous police complaint.

We permit the complainant to produce contemporaneous document evidencing RTA before the nursing home and pray for correction of the records.

In case any such authentic record is produced the hospital would do the needful.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson



Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

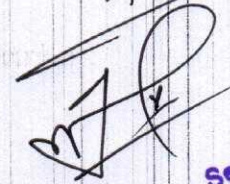
Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated



Secretary
West Bengal Clinical Establishment
Regulatory Commission