

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: INT/KOL/2025/020

Elvis Mackie Complainant

vs

Woodlands Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	02/07/2025	<p>The complaint would relate to misunderstanding during conversation that the patient had with the treating team.</p> <p>The patient had swelling in the hand where Cannula was fixed. She wanted to have it changed to the other arm that was not done however, when the concerned doctor saw the tattoo in her hand the doctor asked her whether she had any pain during tattoo procedure.</p> <p>In the response, the CE would admit the incident however, they would submit that it was within their treatment protocol.</p>



We do not wish to make any comment on the version of the CE. We have also heard the patient present online, she got hurt by the way the concerned doctor commented on her tattoo.

Dr. Soumitro Chattopadhyay representing the CE, would submit, that he has already expressed regret when the complainant met him.

We feel, interest of justice would be sub-served if a letter of regret is given by the CE to the patient. Such letter may be sent within a week from date.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission