

Case Reference: WBCERC/KOL/110/2025-26

Ms. Alka Roy **Complainant**

VS

Bellona Nursing Home & Diagnostic Centre Private
Limited.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	2.	22/08/ 2025	<p>The complaint would relate to hospital negligence that we disposed of vide order dated August 6, 2025.</p> <p>By the said order we directed the nursing home not to admit any patient as we found there had been serious lapses on the part of the nursing home authority.</p> <p>We also directed payment of compensation of Rs.1,00,000/- to the complainant.</p> <p>The complainant did not accept the said sum and with her consent we directed the nursing</p>

home authority to donate the said sum to Ram Krishna Mission Seva Pratisthan, Sarat Bose Road, Kolkata and a copy of the receipt was directed to be forwarded to the complainant.

We also asked the Director, Health Service to cause a thorough investigation after suspending the licence of the nursing home and submit a report to us for our final consideration.

In compliance of the said order the nursing home authority paid the said sum of Rs. 1,00,000/- to the Ram Krishna Mission Seva Pratisthan, Sarat Bose Road, Kolkata that we find from the receipt submitted to us. A copy of the receipt must be sent to the complainant by the nursing home authority, if not done earlier.

By a letter dated August 11, 2025 the nursing home authority has filed a review application inter-alia asking for re-opening of the nursing

home. Copy of the review application has been served upon the complainant. She would be at liberty to file her objection by September 1, 2025, reply, if any, by the nursing home authority by September 4, 2025.

The learned Advocate representing the nursing home authority would submit, they deal with more than 300 dialysis patients on monthly basis hence, the process of reopening of the nursing home should be expedited.

We would consider his prayer only when we would receive the report from the Director Health Services that we expect very soon.

The inspection have already been done.

Since the compensation amount have been paid as directed, we permit the nursing home to start the OPD for the time being.

The matter is adjourned till September 8, 2025.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission