

Office of the West Bengal Clinical Establishment Regulatory Commission

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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
	4.	22/09/2025	<p>The complaint would relate to total hospital negligence for which we had to stop admission of any new patient.</p> <p>We passed the said order on September 8, 2025 directing the Director, Health Service to make a thorough investigation. We also asked the Police Authority to take cognizance of the serious negligence on the part of the CE.</p> <p>Accordingly, the investigation was done and the investigating team submitted report to us.</p> <p>The matter was again considered by us on</p>

September 08, 2025 when, after going through the report, we permitted dialysis patients to undergo dialysis. We also formed a team of Medical Members of the Commission for inspection.

On September 11, 2025 our team visited the CE and submitted Report making recommendations for removing deficiency in infrastructure. A copy of the said report be sent to the complainant, if not done earlier.

Today, the matter has again come up for reconsideration of the admission of new patients.

The Bellona Nursing Home & Diagnostic Centre has submitted an affidavit giving undertaking that they would henceforth not allow any non MBBS doctor to be associated with the nursing home for treatment of the patient.

Considering the report of our inspection team

and the affidavit submitted by the CE, we permit them to take admission of new patients following strictly the terms and conditions stapled with the license that they are enjoying.

Our inspection team would again visit the CE to find out whether the recommendation made by the team on September 11, 2025 are properly followed or not.

The application dated September 18, 2025 made by Bellona Nursing Home & Diagnostic Centre 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/-
Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-
Smt Madhabi Das – Member