

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/109/2025-26

Mr.Sushovan Chatterjee..... Complainant

vs

CMRI.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/08/2025	<p>The complaint would relate to hospital negligence.</p> <p>Upon receipt of the complaint, the CE conducted an in-house inquiry and cautioned the concerned person. CE also sent an unconditional letter of apology to the complainant on August 18, 2025. Upon receipt of the same the complainant withdrew his complaint vide mail dated August 19, 2025 however, through inadvertence Mr. Chatterjee, the complainant, did not forward copy of the same to the CE. Hence, the CE was kept in the dark as to whether the complaint was withdrawn or not.</p>

St,

[Handwritten Signature]

On August 20, 2025 the CE replied to the complaint by a five page letter duly signed by Dr. Gourdeep Bhattachacharya, Deputy Medical Superintendent of the CE. From the letter of reply it would appear that the CE totally denied occurrence of any such incident as complained of by the complainant. The letter did not rest there. Page four of the letter would inter- alia state, *the allegation labelled by the complainant are not true and have been inflicted to malign the hospital and caused damage to its reputation.*

This part of the statement of the CE as contained in the letter dated August 20,2025, is totally contrary to the stand taken by the CE in the letter dated August 18, 2025, that was signed by Ms. Sumana, also representing the CE.

At the hearing Dr. Bhattacharya and Ms Sumana are present.

They would stand by the letter dated August 18,





2025. Dr. Bhattacharyá would submit that through inadvertence he signed the letter dated August 20, 2025 without going through the same. He prays for withdrawal of the said letter.

The said letter is expunged from the record.

The complainant is present online. He has already withdrawn the complaint and he would stand by the same.

The complaint is disposed of accordingly without any interference.

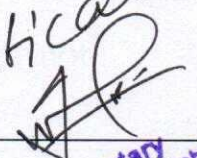
We hope and expect, there would be no such recurrence.

Sd/-
The Hon'ble Chairperson

Sd/-
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-
Dr.Maitrayee Banerjee – Member

Sd/-
Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission