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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:WBCERC/HOO/126/2025-26

Ms. Chayna Chakraborty Complainant

vs

The Care Uttarpara Nursing Home.....Respondent/ Respondents

ORDER SHEET

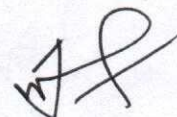
Office Note	Order No.	Date	Order
	1.	22/08/2025	<p>The compliant would relate to hospital negligence.</p> <p>Complainant, regular patient of the owner of the nursing home, was admitted with cardiac pain. The treating doctor was absent. The RMO examined the patient and got her admitted. The complainant, the daughter of the patient, would submit, despite the patient having severe cardiac pain, no proper medical evaluation was done until they decided to get the patient transferred somewhere else on DORB.</p> <p>The treating doctor is present online. He</p>

has interaction with our esteemed medical member Dr. Sukumar Mukherjee.

According to the treating doctor, he was not available on the Sunday night when the patient was admitted. In the morning round on Monday as well as Tuesday he examined the patient when relatives wanted to shift her to another establishment.

The complainant, would submit that on Sunday night the patient was admitted with cardiac pain. She was evaluated by the RMO. The doctor did not visit the patient for at least two days. Medications were done as per the advice of the doctor which he gave to the RMO without physically examining the patient.

The first visit is controversial as the complainant would contend, the doctor did not personally see the patient on 21st morning as



claimed by him. Complainant would also question the result of the investigation. According to her, those were faulty and found out at the next establishment where the patient was treated.

The complaint would principally pertain to medical negligence that would be outside our domain. Whether the doctor visited on 21st morning or not, could have been resolved from cctv footage that has not been produced to us. It would be fit and proper the complainant would raise such issue as against the doctor before the appropriate forum. In case she is successful therein, she would be at liberty to approach us as against the CE.

Coming back to the billing the admission was through insurance however, we find that the hospital unethically charged Rs. 1,200/- as

attendant charges. Such service was not dedicated to the patient. The RMO charges to the extent of Rs. 100/- have been disallowed by the TPA that could not have been recovered from the complainant. The consumable charges for Rs. 1,037/- would attract twenty percent discount amounting to Rs. 208/-.

We direct the CE to refund Rs. 1,508/- to the complainant upon sharing of her bank details.

The complaint is disposed of.

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 Medical Establishment
Reg. Commission

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