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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/HGY/132/2025-26

Mr.SubhojitChakaraborty Complainant

vs

Charnock Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	08/09/2025	<p>The patient was admitted for a day care procedure of angiogram. The patient reported for admission at 8.30 a.m. The procedure was done at about 2.30 p.m. However, the complainant and other patient relatives could not get any information about the status of the patient till 5.30 p.m. and that too, with great difficulty. The patient was ultimately released at 10 p.m. Throughout the day, the relatives suffered harassment and as contended by the complainant.</p> <p>Ms. Ipsita Kundu, the CEO of the Clinical Establishment, would contend, that there had been some mis-communication with regard to pre-cath</p>

charge of Rs. 3,025/-. The CE is ready and willing to refund the said sum on sharing of his bank details.

Let the complainant share his bank details with the CE so that money could be refunded to him at once.

The CE is also directed to send a letter of apology addressed directly to the patient for the harassment caused to her and her family members.

We hope and expect, the CE would boost up their front desk staff and security staff so that this type of complaint does not recur.

The complaint 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

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission