

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: WBCERC/DAR-SMP/168/2025-26**

Amitava Guha..... Complainant

vs

Mission Hospital, Durgapur.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	10/10/2025	<p>A WBHS beneficiary approached the CE for a dermatological OPD consultation when the Doctor refused to see the reports of diagnostic centre approved by WBHS at Seuri where he is staying. The concerned doctor refused to examine the patient and asked him to do all the tests again at the CE itself as he would not be relying upon the tests from outside. Hence, the complaint.</p> <p>The CE has replied to the complaint along with a note from the concerned doctor. According to the CE, the Doctor did not ask the patient to</p>

have the tests done at the CE. He was asked to do the repeat tests as the reports produced by him were more than one month old.

It would be very difficult for us to believe one version against the other in absence of appropriate evidence.

The concerned Doctor present online would inform us that the tests were advised repetition considering his health status. The treatment could only be done after ascertaining the present haemodynamic states of the patient.

We do not find any scope to interfere.

Before we part with, we take serious note of the fact that the complainant made his complaint on September 1, 2025. The CE took 20 days time to reply to the same and that too, without sending any copy to the complainant. We feel, when the



complaint has been made the complainant has every right to know what response the CE is offering to the Commission. Moreover, when the CE was informed about the complaint they were asked to give response upon copy to be furnished well ahead of the hearing. This has not been done.

We impose a penalty of Rs. 5,000/- to be deposited with the Commission within a week from date.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
*FL*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission