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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/NPG/170/2025-26

Kritartha Biswas Complainant

vs

Charnock Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	10/10/2025	<p>The complaint would relate to refusal to give OPD appointment to a CGHS patient.</p> <p>The complainant would contend, he was trying to get an appointment for more than one month however, every time he was refused on the ground that the quota had already been booked. During pendency of the complaint ultimately he got an appointment on October 29, 2025.</p> <p>Ms. Ipshita Kundu, representing CE, would submit that some of the doctors who are not on the pay roll of the CE would have limitation to see</p>



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		<p>scheme patients. Recently the CE has ended into agreement with CGHS authority where such limitation would not be allowed.</p> <p>We direct the CE to make an in-house inquiry and take it to a logical conclusion upon intimation to the Commission.</p> <p>The CE is also directed to send a letter of regret to the complainant.</p> <p>The complaint is disposed of accordingly.</p> <p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i> <i>[Signature]</i> Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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