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Office of the West Bengal Clinical Establishment Regulatory Commission *
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**Case Reference: WBCERC/KOL/193/2025-26
&
WBCERC/KOL/158/2025-26**

Dr. Kakoli Sengupta Complainant

vs

Belle Vue Clinic.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	13/10/2025	<p>Since both the complaints would relate to covid treatment in 2021 we have heard both complaints analogously and disposed of by the common order.</p> <p>Three members of the family, mother and her two daughters, were admitted at the same time.</p> <p>Despite treatment mother and the elder daughter breathed their last at the CE. The complainant however, survived.</p>



		<p>She has narrated her ordeal that she had to face during her stay at the CE.</p> <p>She was not properly updated about the condition of the other two members of the family who were also admitted at the same time at the CE.</p> <p>She would also refer to contemporaneous whatsapp messages that she sent to the CE. Unfortunately those were not replied to. According to her, no contemporaneous step was taken by the CE.</p> <p>She has further complained with regard to medical negligence that she is already pursuing before another forum.</p> <p>She has serious grievance about the medical bills in relation to her mother and sister.</p>
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We have examined both the bills scrupulously. We find that in case of Piyali Sengupta a sum of Rs. 34,199/- was charged in excess whereas in case of Enakshi Sengupta, excess amount would be Rs. 1,10,300/-.

Mr Suranjan Ghosh, representing the CE, would assure that as soon as they get the bank details from the complainant they would pay the money through bank transfer.

With regard to the hospital negligence we feel, in absence of appropriate evidence it would be difficult to deal with the issue moreover, there are overlapping issues and another forum is already going through the treatment protocol. It would be fit and proper for us to wait for a decision from the appropriate authority on medical negligence so that we can deal with the hospital



		<p>negligence and give appropriate relief to the complainant.</p> <p>She would be at liberty to enclose all those whatsapp messages refer to above, in her complaint in case she would approach us afresh after disposal of her complaint relating to medical negligence before the other forum.</p> <p>Before we part with, we express our concern about the hospital issues that the complainant has raised before us. We would definitely go into the same at the appropriate time as observed herein before however, we cannot brush aside the pandemic that we had to face in 2020-21. The complainant, her mother and sister must have faced the same situation like other patients.</p> <p>The complainant has serious issues with</p>
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regard to the reply of the CE. We fully appreciate her agony. We feel, considering the backdrop, CE should have been little more humane before giving the response. It is high time, the CE should give a complete re-look to the issue and withdraw the letter of response and send a letter of regret to the complainant.

The complainant 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


Secretary
West Bengal Clinical Establishment
Regulatory Commission