

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/HOW/24/2025-26

Dr. Samya Banerjee Complainant

vs

Narayana Superspeciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	2.	18/09/2025	<p>This complaint was disposed of by us vide order dated May 21, 2025 considering the unfortunate incident at the OPD of Narayana Superspeciality Hospital, Howrah where it was alleged that during altercation the concerned doctor smashed the mobile phone of the complainant by his foot.</p> <p>We directed police authority to conduct a thorough investigation and take it to a logical conclusion. We have not yet been informed by the Howrah Police Commissionerate about the</p>

progress.

We also observed that Dr. Shetty, the founder of the institution, should intervene and resolve the issue with a logical conclusion upon intimation to us.

The said order was communicated to both the parties. However, from the correspondence exchanged by the CE, it would appear that the issue has not been brought to the knowledge of Dr. Shetty. We give a last opportunity to the CE to adhere to the desire of the Commission as expressed in our earlier order dated May 21, 2025 in this regard.

We also express our desire that as a good will gesture the CE should pay Rs. 15,000/- for the damage of the mobile phone of the complainant without prejudice to their rights and



contentions that they would be escalating before the appropriate authority when the police complaint would be dealt with before the appropriate forum.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

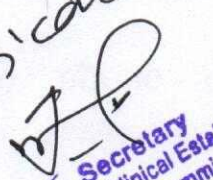
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission