

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/MAL/187 & 188/2025-26

Mr. Abdul Rahim ..... Complainant

vs

Samaj Seva Nursing Home & Diagnostic Centre.....Respondent/  
Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	06/11/2025	<p>The complaint would relate to post caesarean complication that has resulted in serious injury in the kidney of the patient for which the patient is undergoing dialysis on every alternative day.</p> <p>The CE would contend, they have severed all relationship with the consultant who is having MBBS qualification with diploma in orthopaedic.</p> <p>The patient admittedly had severe complication for which she had to undergo treatment at two Government establishments. At</p>





present, she is undergoing dialysis in Malda Medical College and Hospital free of cost.

The complainant would contend, patient is getting free treatment from Malda Medical College and Hospital. However, he has to bear the ambulance cost every alternative day.

We direct CMOH Malda to arrange for ambulance free of cost so that the patient may be having dialysis without any further expense.

We further understand, after the incident the CMOH Malda formed a Medical Board and ultimately the nursing home was penalised for Rs. 5,00,000/-. The entire maternity ward has been debarred from admitting any new patient.

The complainant has already escalated the issue as against the treating doctor before the appropriate authority as we understand from his

advocate appearing for him.

Since the surgical complication would pertain to medical issue outside our domain let him pursue his complaint before the West Bengal Medical Council.

In case he is successful therein he would be at liberty to approach us afresh for appropriate financial relief as against the CE.

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/-

Smt Madhabi Das – Member

*Authentic*  
*[Signature]*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission