

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/HGY/202/2025-26

Mr. Subrata Mukherjee..... **Complainant**

vs

Desun Hospital.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	17/10/2025	<p>The complaint would relate to hospital negligence as well as treatment protocol.</p> <p>The complainant approached the CE for his prostate problem. According to the CE, the concerned neurologist advised TRUS-guided prostate biopsy that the patient did not agree. He got his prostate operated from another establishment.</p> <p>Treatment protocol would be outside our domain however, we take serious note of the fact that the complainant was asked to pay Rs. 50,000/- in addition to the CGHS cashless benefit. Demand was made verbally, no written estimate was given.</p> <p>On or about August 9, 2025 the complainant</p>





mailed his complaint in detail to the CE. Up-till date, no reply has been given by the CE.

We deprecate this practice.

We impose a token penalty of Rs. 10,000/- on the CE.

The complainant would share his bank details so that money could be paid to him through bank transfer.

The CE is also directed to send a letter of regret to the complainant within a week from date.

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