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Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: WBCERC/MUR/204/2025-26

Mr. Haidar Hossain Complainant

vs

B P Poddar Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/11/2025	<p>The patient was admitted at the CE for RIRS. The patient was discharged after the procedure. He was asked to report back for removal of the stent. Both admissions were done under Swasthya Sathi however, all the investigation costs were borne by the patient as per the advice of the CE.</p> <p>At the time of discharge from second admission, there had been complication with regard to catheterization and the patient had to undergo SPC.</p> <p>According to the complainant, he was not fully</p>



cured. When he attended the chamber of the concerned Urologist he was advised for the third admission. The CE agreed to do the procedure for the third time free of cost however when he approached the CE, CE denied admission in absence of vacancy. He was asked to report after two days. Considering the gravity of the situation the concerned Urologist advised him to get admitted in another establishment where the procedure was done and the complainant had to pay for the third admission in the other establishment. According to him, around Rs. 20,000/- had to be spent for the third admission.

We have heard the complaint in detail.

We have also heard Dr. Roy, representing the CE.

Our esteemed expert Dr. Debanshu Sarkar



present online, has interaction with the complainant as well as the CE.

According to Dr. Sarkar, substantial part of the investigations done by the CE prior to admission at the cost of complainant, were superfluous.

We request Dr. Sarkar to point out the investigations that according to him, were not required. Upon such report being submitted by Dr. Sarkar, the CE would be obliged to refund the cost of the such superfluous tests.

CE is also directed to reimburse the cost that the complainant had to bear for the third admission at the other establishment on production of the original invoice / receipt for the same.

The entire process must be done within a fortnight from the date of receipt of the report of

Dr. Sarkar, by the CE with a copy endorsed to the Commission.

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

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission