

Case Reference: WBCERC/KOL/196/2025-26

Ms. Bandana Ghosh Complainant

vs

Genesis Hospital and Apollo Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	10/11/2025	<p>Despite repeated calls, the Clinical Establishment is not represented.</p> <p>The complaint would relate to hospital negligence. We disposed of the complaint vide order dated December 12, 2024. By the said order, we directed to refund the cost of second and third admission amounting to Rs. 3,68,889/-. After the order was passed, the Office of the Commission made various communications to the CE for compliance of the said order, those remain un-replied. Almost 11 months have passed but the CE has not complied with the order.</p>

We direct the Director, Health Service, West Bengal to suspend the licence of the CE with immediate effect until the entire amount is paid off. However, such suspension would not debar the CE to treat in-patients already undergoing treatment at 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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission