

**Case Reference: INT/KOL/2025/048**

Deepjyoti Mondal ..... Complainant

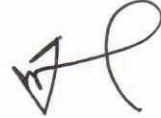
vs

Kasturi Medical Centre, Thakurpukur.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	13/10/2025	<p>The complaint would relate to medical negligence as well as hospital negligence.</p> <p>87 years old female patient was admitted at the CE with the history of chest infection under Dr. Sibyan Sarkar.</p> <p>The complainant would contend, they went to the CE and Dr. Sarkar was introduced by the CE to see the patient. The complainant came to know that Dr. Beauty Biswas, Pulmonologist is also associated with the CE. On their request Dr. Biswas was also involved in the process of treatment.</p> <p>The complainant would contend, the behaviour of Dr. Sarkar was very rude moreover, the advice given by</p>





the concerned pulmonologist was not followed and when confronted, Dr. Sarkar behaved rudely. He made a statement "Dr. Biswas has 10 years of experience, I have 20 years of experience."

Our esteemed medical member Dr. Sukumar Mukherjee has evaluated the medical records. Dr. Mukherjee has also interaction with the complainant as well as Dr. Sarkar.

On our request Dr. Biwas is also present online. Dr. Mukherjee also has interaction with Dr. Biswas.

On hearing the rival contentions of the parties we come to know that the definite allegations with regard to unpleasant comments made against Dr. Biswas and not following her advice, is found justifiable.

Dr. Dasgupta, Medical Superintendent of the CE, is present online. According to him, during treatment, the complainant did not approach him. However, after receipt of the complaint he had interaction with Dr. Sarkar. He would candidly admit, the response was based upon the version of Dr. Sarkar that had no cross verification from

Dr. Biswas.

The complainant strenuously disputes the assertion of Dr. Dasgupta. According to him, repeated complaints were made to the CE. Even on the day of death of the patient they complained to Dr. Mitra, the Medical Director of the CE who is absent at the hearing. According to the complainant, Dr. Mitra expressed regret for the mis-behaviour and harassment caused to the patient and / or patient party.

We have considered the issue. The medical issues are outside our domain. The complainant would be free to approach appropriate authority for the same.

Even if we accept the version of Dr. Dasgupta that there was no contemporaneous complaint made to him, we fail to appreciate, how this would be have any relevance when the complaint had already been made to the CE through the Medical Director.

When the complaint was made to Commission we sent it to the CE. Dr. Dasgupta, did not feel it necessary to have cross verification from Dr. Biswas who is also

associated with them.

The conduct of the hospital is also not above board as would appear from the submission of Dr. Dasgupta recorded above. We strongly deprecate the conduct of the CE.

We impose a penalty of Rs. 50,000/- on CE. We caution the CE, if there is any recurrence we would heavily penalise the CE.

The complainant is directed to share his bank details with the CE so that the amount of penalty is transferred to his account at once.

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*  
*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission