

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/NPG/2025/064

Subrata Pal..... Complainant

vs

Uma Medical related Institute Pvt. Ltd.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/11/2025	<p>Despite repeated phone calls, the complainant could not be contacted. Hence, we are constrained to take it up in his absence.</p> <p>The complaint would relate to pressure sore that the CE neglected as alleged by the complainant.</p> <p>Upon receipt of the complaint on November 7, 2025 we sent a copy thereof to the CE inter alia, asking for a detailed reply supported by medical records. The CE gave reply enclosing only bed head tickets and not the admission record, nursing chart, medication chart and other medical documents that might be necessary for us for evaluation.</p>





At the hearing the CE would contend, the patient had black spot at the back that was noted in the admission record duly signed by one Ms. Soma Pal on behalf of the patient.

Such important document has not been disclosed by the CE to us.

The complainant would contend, after discharge they found pressure sore on the heel. The CE would strenuously contend, it was never there during treatment and as such, question of noting the same in the discharge summery, did not arise.

We do not find any scope to go into the issue in absence of the complainant particularly when there are controversial statements. However, we cannot appreciate the attitude of the CE, despite repeated requests made to the CE all the medical records are not shared with us.

We impose a penalty of Rs. 5,000/- on the CE to be deposited with the Commission within a week from date.

We hope and expect, there would be no recurrence of the like nature.

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 copy
M.H.
Secretary
West Bengal Clinical Establishment
Regulatory Commission