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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/HGY/2025/065

Mr. Sankar Biswas..... Complainant

vs

**Arunadaya Health Care Pvt. Ltd, Dankuni.....Respondent/
Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/11/2025	<p>The complaint would relate to hospital negligence. The patient attended Emergency where the patient was given initial treatment by IV injection.</p> <p>She wanted to use wash room. She was not allowed to use in-patient toilet. She had to use the common wash room that could have caused her infection.</p> <p>We direct the CMOH, Hooghly to make a surprise inspection whether the CE is properly</p>



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maintaining hygienic protocol as they asserted in their response to the complaint.

The CE has already expressed regret in their response on the wash room issue. They must send a letter of regret to the patient through whatsapp.

The complainant is directed to share the whatsapp details of the patient so that the letter could be sent through whatsapp.

The complaint is disposed of.

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

Authenticable

WFE
Secretary
West Bengal Clinical Establishment
Regulatory Commission

SK