

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/221/2025-26

Mr. Souvik Bose..... Complainant

vs

CMRI.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	04/12/2025	<p>The complaint would relate to scuffle with the security staff during visiting hours.</p> <p>The CE has already given their response. They have expressed regret for the incident.</p> <p>In course of hearing, we come to know, the complainant has already made a complaint with the Alipore Police Station alleging assault by the security staff on a lady visitor who wanted to avail the lift facility to see her ailing father.</p> <p>We direct the Officer-in-Charge, Alipore Police Station to bring the complaint to a logical conclusion at the earliest with intimation to the Commission as well as</p>

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the complainant.

The hospital has already sent a letter of regret with a copy to us.

We caution the CE, in future they must deal with such situation in a very congenial way so that there is no such recurrence.

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

Authenticatd

W.B.
Secretary
West Bengal Clinical Establishment
Regulatory Commission