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Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: WBCERC/PUB/223/2025-26

Mr. Soumya Banerjee Complainant


vs

Sharanya Multi-Speciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/12/2025	<p>85 years old patient was admitted at the CE with so much of co-morbidities as would appear from the admission note duly signed by the complainant.</p> <p>The patient was admitted on April 23, 2025. On the very next day of his admission the patient expressed serious apprehension of physical assault on him. When the complainant, son of the patient visited him he narrated his ordeal and contended, for about 5 hours he had to fight with miscreants.</p> <p>Issue is very serious however, we do not find</p>





any contemporaneous written complaint lodged by the complainant.

According to the CE, the patient was admitted under WBHS category with cashless benefit of Rs. 2 lakh. When the cashless benefit was about to expire the hospital issued a referral discharge on his request. The patient was discharged on May 3, 2025 for being admitted in another hospital where he breathed his last on May 9, 2025.

The complaint was lodged by a mail dated September 24, 2025 that was replied to by the CE on November 4, 2025. CE denied each and every allegation made by the complainant as against them.

The complainant would submit that apart from the said mail he sent whatsapp messages that remained unreplied. Even the reply referred to

above, came after a reminder.

While we express our sorrow because of the sad demise of the patient we fail to appreciate how such a serious allegation raised by the patient remained unnoticed by his relatives including the complainant.

In absence of any cogent evidence in support of such incident it would be difficult for us to go into the issue.

The complainant would also raise another issue with regard to shifting of the patient at HDU.

On September 25, 2025 the complainant got a call from the hospital that the patient had already been shifted to ICU at 10:40 am. He went there and attended the patient. However, on the same day at about 5:44 p.m he got a recorded message through mobile phone about shifting of the patient

from general bed to HDU.

He would express doubt as to the actual time of shifting of the patient at ICU.

The CE would explain the situation by contending, it was a system generated message that might have been received by the complainant at a much later stage.

The patient was admitted at the HDU on the advice of the treating doctor. The complainant was informed over phone. He came and visited the patient at HDU.

We do not find any scope of interference on that score.

The complaint is disposed of accordingly

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

SmtMadhabi Das – Member

Authentic


Secretary
West Bengal Clinical Establishment
Regulatory Commission