

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/NPG/222/2025-26

Mr. Biswajit Chatterjee Complainant

vs

Peerless Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/12/2025	<p>This complaint would relate to failure in diagnosis as also hospital negligence.</p> <p>The patient Mrs. Bratati Bandopadhyya, resident of Barrackpore, was admitted at Peerless hospital on being recommended by their house physician Dr. Avishek Guha Thakurata.</p> <p>The patient was admitted on November 20, 2025 and discharged on Risk Bond on November 22, 2025. During her brief stay for two days the hospital could not diagnose the reason for her pain. From the ultrasound, the hospital found that</p>

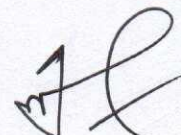


the patient might have pregnancy and would need abortion. She was referred to Dr. Teesta Banerjee, Gynaecologist attached to the hospital. Dr. Banerjee could not properly diagnose the reason for pain during her stay at the hospital. The patient informed, she had a history of a mass collection at the left side of her abdomen. Dr. Banerjee prescribed for biopsy that the complainant refused. The complainant wanted to consult Dr. Guha Thakurata who was also attached with the CE however, that was denied. Dr. Sanghaneria was referred to. Dr. Sanghaneria evaluated all such reports and ruled out such possibility. Ultimately, the patient was treated outside. She is cured and has attended the hearing.

We have interaction with the complainant, the husband of the patient. The patient herself also has



		<p>narrated her ordeal.</p> <p>The main complaint would relate to failure to diagnose the actual cause of pain. She did not have any appropriate treatment for pain reduction. When the patient wanted to get discharge she was not allowed. The discharge came at a much belated stage when TPA disallowed the insurance claim. The hospital did not take any responsibility at all to fight out the TPA on the issue of cashless refusal.</p> <p>The entire situation would definitely call for an action as against the CE. CE, being a private hospital, got the patient admitted after being recommended by Dr. Guha Thakurata who is also attached with the CE. Once the patient wanted to get appropriate advice from Dr. Guha Thakurata it was refused instead, Dr. Sanghaneria was referred.</p>
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		<p>The patient had pain abdomen on the right side. Without locating the cause the concerned gynaecologist observed that it was a case of pregnancy and advised abortion for which perhaps the TPA rejected the cashless approval.</p> <p>The entire process would depict a serious deficiency in service by the CE.</p> <p>The CE is directed to send a letter of regret to the complainant.</p> <p>The CE is also directed to re-submit the bill with the TPA and try to explain as to why the hospital admission was necessary so that the complainant could be entitled to reimbursement.</p> <p>Needless to mention, the CE must act proactively and bring the issue to a logical conclusion at the earliest.</p>
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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

Authenticable

M. Das
Secretary
West Bengal Clinical Establishment
Regulatory Commission