

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/EMID/233/2025-26

Sk. Sirajul Islam Complainant

vs

Nirmala Devi Nursing Pvt. Ltd.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	07/01/2026	<p>Despite notice, the complainant is absent. We are thus constrained to hear the complaint in his absence.</p> <p>The complaint would relate to billing.</p> <p>We have examined the bill. The CE has charged in excess, Rs. 246/- against LFT. The CE has agreed to refund the said sum to the complainant.</p> <p>The complainant has also raised issue of misbehaviour. Such allegation has been denied by the nursing home in paragraph 6 of the response .</p> <p>The complainant has no prior enmity with the nursing</p>





home. He has narrated his ordeal. We feel it appropriate, CE should express regret for such suffering.

We direct the nursing home to send a letter of regret to the complainant on that score along with the refund as above.

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

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission