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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/NPG/240/2025-26

Mr.Amit Bhaduri..... Complainant

vs

Hope Kolkata Foundation.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	07/01/2026	<p>The complaint would relate hospital negligence.</p> <p>A patient was admitted on February 3, 2025. According to treating doctor, the patient was otherwise stable however, she had difficulty of movement because fracture in femur.</p> <p>According to the CE, despite repeated requests the patient has not been taken back by her relatives.</p> <p>The complainant would contend that he is regularly paying the monthly charges that the hospital would need for keeping the patient. He wants at least three months'</p>

time to take the patient back.

The complainant would also allege that the CE is not allowing the daughter of the patient and her husband to see the patient during visiting hours.

We have considered the rival contentions. We give the following directions:-

- i) The complainant is given one month time to take the patient back upon payment of the cost of consumable that is outstanding according to the CE.
- ii) The CE is directed to provide copy of the actual cash memos of the consumables that are utilised for the patient.

The daughter would be at liberty to replace the consumables or pay the amount either by herself or through the complainant.

- iii) The CE is directed to allow the daughter as well as her husband to see the patient during visiting



hours.

In course of hearing, our esteemed member Dr. Maitrayee Banerjee has offered her assistance to visit the institution to see for herself as to the actual problem that the CE is facing with the patient.

We request Dr. Banerjee as well as Ms. Madhabi Das another esteemed member of our Commission to visit the CE. They would be accompanied by our Secretary Mr. Arshad Hasan Warsi.

At this juncture, the complainant would pray that the time to take back the patient be suitably extended. Considering his difficulty we extend the time till February 28, 2026.

The complaint is disposed of accordingly.

A copy of the order be sent to the local police station for their information.

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