

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/NPG/244/2025-26

Sk. Ansaruddin..... Complainant

vs

Tata Medical Centre.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	07/01/2026	<p>The complaint would relate to refusal to admit a patient covered by an insurance policy, in general ward.</p> <p>The CE has admitted the assertion of the complainant. They would justify, as a philanthropic institution, they always encourage insurance patients to be admitted in private ward whereas general ward is to cater the need of the common people whose treatment cost is borne by the CE on “at cost” basis.</p> <p>The reply is justified. We do not find any scope of interference.</p>

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