

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference:WBCERC/HGY/202/2025-26**

Mr. Subrata Mukherjee ..... Complainant

vs

Desun Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	14/01/2026	<p>The complaint would relate to hospital negligence.</p> <p>We heard the matter on October 17, 2025. Although we did not find any scope of interference on the issue of alleged hospital negligence we imposed a penalty of Rs. 10,000/- because of the lackadaisical approach of the CE in dealing with the grievance redressal process involved herein.</p> <p>Pertinent to note, despite written complaint being made, the hospital did not think it fit to reply to the query of the complainant. We granted Rs. 10,000/- as penalty.</p> <p>Today, the matter has come up for review of the said order at the instance of both the parties.</p>



The complainant has claimed that considering his grievance appropriate compensation should have been awarded. However, in course of hearing the complainant does not press such issue.

The CE has prayed for the review, as according to them, the merits of the case were not properly dealt with.

We did not interfere on merit. The penalty amount was imposed for the reason noted above.

We do not find any scope of review of the order.

The review applications are disposed of accordingly.

We hope and expect, the CE would forthwith pay the penalty amount without any further delay.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

SmtMadhabi Das – Member

*Authenticated*

*[Signature]*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission