

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/SPG/291/2025-26

Mr. Soumik Majumder Complainant

vs

Galaxy Multispeciality Hospital, Barrackpore.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	18/03/2026	<p>The complaint would relate to serious irregularity done in course of treatment of a psychiatric patient at the CE.</p> <p>The complainant would contend, the patient was admitted on February 4, 2026 and discharged on February 11, 2026. In course of treatment the patient was advised for allergy test. Sample was drawn on February 9, 2026. Sample was also drawn for CRP test on February 8, 2026. At the time of discharge the patient could not get any report; either of the CRP or the</p>

allergy test.

We have gone through the whats app messages exchanged between the complainant and Sri Sujoy Das representing, the CE. We have also examined the investigation report that has been submitted by the CE.

It appears that CRP test was done at the CE. However, the report would show that the sample was drawn on February 16, 2026 and the test was also done on the same day.

In case of allergy test the sample was drawn on February 20, 2026 and the report was dated February 21, 2026.

It further appears that at the end of the report it was printed in a very smaller font "*this test has been performed at the referral lab*". It was printed in such a fashion that there would be

every chance of ignoring such notification.

Both reports were printed on the letter head of the CE giving an impression, as if it was done by them.

We come to know from the response that the test was not done by the CE at all. It was sent to another laboratory where the test was done. However, no documentary support has been provided by the CE.

Mr. Sujoy Das, representing the CE, would admit, no formal consent was obtained from the patient or patient's relative for such test to be done as outsourced. According to him, it was verbally informed. The complainant present online, would strenuously deny so.

There are also allegations of mis-behaviour

by the nurse.


We direct the CE not to admit any in-patient from now. They may however, continue treatment of the patients already admitted.

The CMOH, 24 Pgs (North) is directed to see that no in-patient admission is made until further orders.

We request the Director of Health Services to form a High Power Investigation Team to make a thorough investigation into the day to day affairs of the CE.

The team would be accompanied by our esteemed member, Dr. Maitrayee Banerjee. The team would submit a detailed report to us that we would be considering in administrative side.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated


18/03/26
Secretary
West Bengal Clinical Establishment
Regulatory Commission