

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: WBCERC/SPG/271/2025-26**

Ms. Tanushree Sardar Naskar..... Complainant

vs

Peerless Hospital..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	02/03/2026	<p>The complaint would relate to very very unfortunate incident where the concerned ENT specialist misbehaved with a five year old child who attended the Emergency for removal of foreign body (Fish bone) from his throat. The child was restless when he saw the instrument to be used for extraction. He was terrified. In course of procedure the child got hold of the spectacles of the doctor for that the concerned doctor slapped him on his face. Moreover, he refused to continue with the procedure. As a result the child was taken to another establishment for such extraction. Hence, this complaint.</p> <p>The Medical Superintendent, is trying to justify the action. According to him, the concerned doctor did not</p>

slapat all.

Conspicuously, the concerned doctor is absent online for rebuttal.

We impose a penalty of Rs. 10,000/- coupled with a letter of regret from the Unit Head of the CE to the mother of the patient, being the complainant above named.

The complainant is directed to share her bank details with the CE so that money could be transferred to her bank account.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*

*Secretary*  
West Bengal Clinical Establishment  
Regulatory Commission

*Dr.*