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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: **WBCERC/HGY/276/2025-26**

Mr. Bikramjit Ghosh Complainant

vs

Amala Nursing Home, Chuchurah.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	11/03/2026	<p>The complaint would relate to non-furnishing of the medical records.</p> <p>The patient was admitted on September 3, 2023 for LUCS delivery. The patient was discharged after delivery on September 7, 2023. Since the admission was through a mediclaim policy the nursing home retained the original records for onward transmission to the insurance company.</p> <p>The complainant would now ask for return of</p>

those documents.

The nursing home is represented online. They would submit, they are holding copies of the documents that they got at the time of admission. Originals were sent to the insurance company during TPA approval.

We find a sum of Rs. 3,892/- still due and payable as per the TPA approval. The complainant is agreeable to pay the said sum.

Let him pay the said sum to the nursing home simultaneously on handing over of copies of the documents that the nursing home is retaining.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) MakhanLalSaha – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission