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Office of the West Bengal Clinical Establishment Regulatory Commission  
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Case Reference: WBCERC/KOL/290/2025-26

Ms. Shinjini Deb ..... Complainant

vs

Peerless Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	18/03/2026	<p>The patient is under treatment of Dr. Ajay Kumar Sarkar for about five years. Recently, there has been incidence of mis-behaviour by the non-medical executives as complained by the complainant.</p> <p>In course of hearing, Dr. Sudipta Bhattacharjee, representing the CE, would assure, he would address the complain and try to redress the grievance of the complainant.</p> <p>We direct the CE to hold a meeting with the</p>

  
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patient relatives in presence of the erring officials and try to resolve the issue once for all so that the patient, still under treatment at the CE, would not face any such unpleasant situation in future.

We also hope and expect, the CE would give 20 per cent discount on the non-medical expenses not covered by the Insurance Policy.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan La ISaha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

*Authenticator*  
