

Case Reference:WBCERC/SPG/282/2025-26

Ms.Paulami Banerjee Complainants

vs

CMRI.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	27/03/ 2026	<p>Despite repeated calls, the complainant is absent. Hence, we are constrained to take it up in her absence.</p> <p>The complaint would relate to unusual delay in attending an OPD patient. The patient was under treatment of a neurologist at the CE. On the fateful day the patient was given a slot at 4.45 P.M. The patient attended the OPD at 5.30 P.M when he found that only 10 patients were checked and he would be after a queue of 19 patients. The patient waited up to 9.40 P.M when he was told</p>





that his turn might come between 1-2 A.M. He could not wait and left the CE. Hence, the complaint.

The CE gave their response by contending, the OPD time was from 10 A.M however, on that day the OPD started at 1.30 P.M.

In course of hearing CE would candidly admit, no communication was made to the patient that his turn would come at a much belated stage.

62 year old patient had to wait from 5.30 P.M to 9.40 P.M when he left the CE.

The CE would now contend, they have already refunded the OPD fee that was taken from him.

Dr. Soumik Rudra Roy, Assistant Medical Super-in-tendent present online, would express regret for the sufferance of the patient. He would



contend, the patient was told "sorry" over phone.

We are not at all impressed.

We hope and expect, the CE would take appropriate measure to see that the patients visiting OPD, are not unusually harassed.

A letter of apology must be sent to the patient to be signed by the Unit Head positively within a week from date.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticate
