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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/KOL/287/2025-26

Mr.Ashfaquer Rahman..... Complainant

vs

Woodlands Multispeciality Hospital.....Respondent/ Respondents

ORDER SHEET


Office Note	Order No.	Date	Order
	1.	22/04/2026	<p>52 year old male patient was having Carcinoma. He was admitted at Woodlands on October 3, 2023 and discharged after surgery on October 12, 2023.</p> <p>There had been altogether four admissions covered by the insurance policy.</p> <p>The complainant would contend, the patient was initially treated by Woodlands. The surgery was done. According to the treating surgeon, it was uneventful. Subsequently there had been recurrence that came out in Pet CT and MRI. The</p>


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treating doctor did the biopsy in the region where an indication was given through MRI report. However, the biopsy report came benign. According to the surgeon, the patient was referred to Oncologist in another hospital where the patient was advised for a repeat biopsy with the same slide that the complainant did not perform. According to the CE, the patient did not do follow-up for about three months. When the treating doctor did not intend to take any responsibility the patient was taken to other establishment where he breathed his last. Hence, this complaint.

The complainant would contend, had there been a repeat biopsy done by the CE and /or the treating doctors earlier the patient could have survived.



		<p>Our esteemed medical member Dr. Sukumar Mukherjee has interaction with the complainant as well as the concerned surgeon.</p> <p>We are of the view, since the issue would relate to medical negligence it should be gone into by appropriate authority.</p> <p>We understand, the complainant has already approached West Bengal Medical Council alleging medical negligence that is awaiting disposal.</p> <p>We feel, we should wait till a decision comes from the appropriate authority.</p> <p>We grant liberty to the complainant to approach us afresh in case the complainant is successful therein.</p> <p>The complainant would also raise issue with</p>
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regard to billing.

All four admissions are covered by insurance. In all those four cases, the insurance raised issue with regard to assistant doctors fee that the CE already reverted. The complainant had to pay for some of the pharmacy items particularly, the consumables as those were outside the insurance policy. We direct the CE to pay 20 percent discount on those items amounting to Rs. 9,750/-.

The complainant is also directed to share his bank details with the CE so that money could be refunded to him through bank transfer.

Before we part with we express our agony.

The patient was suffering for carcinoma. Since the concerned CE does not have any appropriate Onco set-up they should not have admitted the

patient. We hope and expect, Woodlands would not admit any cancer patient in future so long they do not set-up any oncology department.

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/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]

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