

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/SPG/291/2025-26

Mr. Soumik Majumder Complainant

vs

Galaxy Multispeciality Hospital, Barrackpore.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/05/2026	<p>This complaint was initially heard on March 18, 2026 when we found gross irregularity on the part of the CE in discharging day to day function particularly, in respect of investigation.</p> <p>We directed the CE not to admit any in-patient as also directed CMOH, 24 Pgs (North) to see that no in-patient admission was made until further orders.</p>

We requested Director Health Services to form a High Power Investigation Team to investigate into the day to day affairs of the CE.

Soon after the said order, our esteemed member Dr. Maitrayee Banerjee, visited the CE and pointed out the anomalies and directed the CE to cure such defects.

The CE made an application for review of our earlier order that we heard on April 6, 2026.

Upon considering the report of Dr. Banerjee and upon hearing both sides we relaxed the earlier order by permitting the CE to do in-patient admission only through



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Emergency, as well as day care service including dialysis. However, the planned admission was stopped until visit of the High Power Team.

Today, the matter has come up again when we find that despite initial order dated March 18, 2026 the High Power Committee has not been formed. As a result, the hospital is suffering. The CE would contend, 200 staff working there, have not been paid.

Considering the situation, we direct CMOH, 24 Pgs (North) to take it up on priority basis and contact the Director Health Services and persuade him to form



the High Power Committee in terms of the order dated March 18, 2026 at the earliest.

As soon as the Committee is formed, inspection made and report submitted, the CMOH will draw the order of suspension to a logical conclusion.

With regard to the specific complaint made by the complainant we feel, since the irregularities found out in the process of investigation, did not seriously affect the treatment protocol of the complainant we impose a token penalty of Rs. 50,000/- to be paid to the complainant on sharing of his bank details.

We hope and expect, CMOH, 24 pgs

(North) would do the needful at the earliest upon intimation to the Commission.

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