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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:WBCERC/SPG/33/2026-27

Ms. Ahona Deb... Complainant

vs

Lions North Calcutta Hospital & Medical Centre.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	05/06/2026	The complaint would principally relate to hospital negligence. The complainant was under care of Dr. Deepankar Sarkar, on whose advice the patient was admitted at the CE. The complainant has given a detailed narrative of the ordeal that the patient faced during stay. However, while narrating the



		incident patient has categorically admitted that the concerned treating doctor was not only cordial to her but also took care of her to the best of his ability. Despite the same, there had mis-behaviour by the nursing staff. She has grievance with regard to billing. According to her, she was not in a position to take the burden of costly treatment. Despite, her refusal, there had been referral without her consent. CE did costly tests without her consent that escalated the cost of the treatment. She was compelled to pay the bill by arranging financial resource from others. Dr. Sarkar, present online, informed us
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		about the treatment protocol that was followed.
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		With regard to mis-behaviour of the nursing staff and other hospital negligence Dr. Sarkar would contend, he personally investigated into the issue along with the hospital management. Even, they contacted other patients who were undergoing treatment in the same ward. After detailed investigation, they could not find any foul play. According to Dr. Sarkar, the patient might have had some mis-understanding or mis-giving for which this complaint was.
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		We have considered the rival contentions. We sincerely feel, when a patient is not
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		desirous to go for costly treatment the hospital should not have done referral to other doctors resulting at least, three referrals at the rate of Rs. 2,500/-. They should have obtain written consent before such referral. We have examined the bill. Medicines and consumable have not been discounted. We direct refund of Rs. 1,575/- on account of medicines and consumables discount. We feel, the management should send a letter of regret to the patient for her harassment that she alleges in her complaint.
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Such letter must be sent to her within a week from date.

The complainant is directed to share her bank details so that the said sum of Rs. 1,575/- be refunded at once.

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/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission