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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/NPG/1/2026-27

Mr. Rameswar Ghosh Complainant

vs

Kalyani Institute of Medical Sciences, Purba Burdwan.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	05/06/2026	The complaint would relate to forceful catheterization by the ward boy that resulted in immense pain of the patient who is about 85 years old. Dr. Sima Dutta Roy, the concerned physician, present online, would admit such incident. However, she is candid enough to say, the incident occurred on a particular night. Next day, the patient complained of

the incident. She made an enquiry and came to know that the concerned RMOs on duty tried to catheterize the patient however, they failed. It was not done by any ward boy.

Dr. Biswajit Mitra on behalf of the hospital administration, would submit, on principle, they do not allow any non-medical staff to do catheterization. However, the complainant would strenuously assert that it was done by the ward boy.

We are unable to come a logical conclusion in absence of any evidence on the issue.

We feel, the CE should send a letter of regret for the incident to the complainant.



In course of hearing, it appears there might be some questions with regard to the treatment protocol that would be out side our domain.

The complainant would be free to approach appropriate authority, if he so desires.

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