

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/NPG/288/2025-26

Md. Niyazuddin Complainant

vs

Desun Hospital and BMRC Hospital, B T Road.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	24/06/2026	The complaint would relate to post operative complication. The patient had lap cholecystectomy that had complication. The patient was admitted at the second establishment for ERCP with a package of Rs. 35,000/- – Rs. 40,000/- in a day care procedure. During ERCP, there had been further complication that resulted shifting of



		patient to ICU and she was under treatment at the second establishment for about 17 days resulting bill of Rs. 7.3 lakhs.
--	--	--

The patient was then shifted to the third establishment where it was found that the stenting had been mis-placed.

By the grace of God, the patient is saved.

The complainant would allege complications were due to the treating team engaged by the first and second establishments.

Our esteemed medical Member Dr. M.L Saha is of the opinion, the first complication was a known complication whereas the



		second complication was a rare complication however, it happened. In such circumstance, the second establishment should have been more considerate while charging the patient.
--	--	---

At the hearing, in deference to the desire of the Commission, Dr. Soumendu Sen, representing Desun, has agreed to discount the bill for Rs. 1.3 lakhs.

The complainant present online, has agreed to accept the same.

The complainant is directed to share his bank details with Dr. Sen so that the money could be refunded to him at once.

We abundantly make it clear, in case the complainant would approach



appropriate authority to decide on the medical issue and get favourable result therein he would be at liberty to approach us afresh for appropriate relief.

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

