

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/KOL/49/2026-27

Mr. Rajib Samanta Complainant

vs

ILS Hospital, Saltlake.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	02/07/2026	The patient was under constant check up by Dr. Dey at ILS hospital, Salt lake. The patient visited Dr. Dey for filling up insurance query. Dr. Dey, while doing so, wrongly filled up an information that the patient had permanent pacemaker. Such wrong information created problem for the patient to have her medi-claim reimbursed from the concerned insurance company hence, this complaint.

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		At the hearing, the doctor present online, would admit his mistake. He said that mistake occurred as he was not properly updated with the history of the patient. The representative of ILS, Salt lake present online, would offer appropriate rectification so that there should not be any further harassment for the patient to get her insurance reimbursement. The representative of ILS, Slat lake would also assure, they would send letter of regret from the concerned doctor directly to the patient for the harassment that she faced. Let ILS, Salt lake issue necessary letter directly to the concerned Insurance
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		Company with a copy to the patient. They would also send a letter of regret from the concerned doctor addressed directly to the complainant. The entire process must be completed within a week from date upon intimation to the Commission. 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
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