

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/KOL/71/2026-27

Mr. Sumit Das Complainant

vs

Ruby General Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	02/07/2026	The complaint was taken up for hearing at the first call when we found that nobody was appearing on behalf of the complainant. We could establish contact with the complainant. In course of hearing, we wanted to have interaction with the patient herself as the incidence of mis-behaviour was alleged to have been done with the patient. The complainant took time to join again.



		Thereafter, despite repeated phone calls, neither the complainant nor the patient has joined. Hence, we are constrained to take it up in their absence. The complaint would reveal, the patient visited CE for anomaly scan during her pregnancy. The patient had to wait for long. When her turn came the concerned radiologist, after few minutes of examination, asked her to report back next day. The patient got worried that caused the unpleasant situation. The complainant, the husband of the patient, approached the radiologist and some altercations took place as we find from the complaint.
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		Mr. Dutta, representing the CE, would inform us, the patient was ultimately examined by another radiologist on a subsequent date and the procedure was accordingly done. The concerned radiologist is present online. According to her, she asked the patient to come back on another day as the picture was not clear that might have caused some misapprehension. We feel, a letter of apology should be given to the patient for the unfortunate incident. Mr. Dutta, would assure us, such letter would given within a week from date.
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Let him to do so with a copy 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

Authentic
WBC
Secretary
West Bengal Clinical Establishment
Regulatory Commission