

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/NPG/76/2026-27

Mr. Nimai Chandra Jana Complainant

vs

Romalinda Multispeciality Hospital & Diagnostic Centre,
Madhyamgram.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	02/07/2026	The complainant approached the CE for Holter Monitor test of his patient. Accordingly, the appointment was booked. Holter was fixed at the CE at 11 am on May 22, 2026. Late in the evening of the same day holter started blinking. The complainant immediately informed the CE when he was asked to bring the holter on the next day morning.

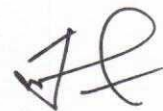
		The complainant approached the CE on the next day after 24 hours, holter was given to the technician when he was asked to come on the next day for the report.
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		On May 24, 2026 the complainant rang up the CE for the report. However, he was asked to wait. After 2-3 phone calls CE informed him that the holter worked for about 11 hours and thereafter stopped functioning.
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		Holter was advised by the doctor. The same was fixed at 11 am on May 22, 2026 and the complainant was formally informed that the holter did not record after 11 hours, at about 3 pm on May 24, 2026.
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		Dr. Poddar, representing the CE, would submit, although there had been blinking that could not be parse, technical error. In the past, despite blinking, Halter gave proper recordings hence, the complainant was asked to come on the next day with the holter.
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		Dr. Poddar, would also submit, they do not have any regular cardiologist on their payroll. Cardiologist would visit the CE on call. The technician was not supposed to make the report. The cardiologist was shown the halter and the graph in the evening on May 23, 2026 when they came to know that the holter did not work. However,
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		Dr. Poddar is not able to answer as to why complainant was not immediately informed on May 23, 2026. He was informed on May 24, 2026 that too, after repeated phone calls. Dr. Poddar would also submit, in each and every holter monitor test, patients are counselled that the report would be given after 24 hours of submission of the holter. However, he is not in a position to produce any record of such counselling in this case We are told, the CE already refunded the cost of the test. We find negligence on the part of the CE. We impose a token penalty of Rs. 5,000/- to be paid to the complainant on
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sharing of his bank details.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

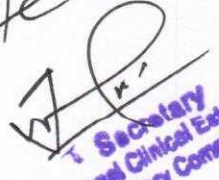
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission