

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/NAD/110/2026-27

Mr. Sourav Biswas..... Complainant

vs

Avenue Nursing Home, Ranaghat..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/07/2026	The complainant's wife Ms. Rupsha Singha was admitted under Dr. Sanchita Roy, for Gynaecological procedure. LUCS delivery was done sucessfully on December 17, 2025. The patient was discharged on December 20, 2025. After about one month there had been post surgical complication at the surgical area. It was detected that the patient had " <i>Mycobacterium abscessus</i> (Non-Tuberculous Mycobacteria/ MOTT)."

The patient was treated at Command Hospital. She is still undergoing treatment at home as per advice of the clinician.

The complainant would contend, the said infection was hospital acquired. Hence, the CE must be held responsible for the same.

We understand, CMOH, Nadia has already inspected the nursing home and submitted a report on July 14, 2026 wherefrom we find that 169 pregnant ladies had undergone LUCS procedure between November 2025 and December 2025. However, no specific complaint had been submitted to his office and as such he did not make any suo moto enquiry in those cases.



Our esteemed medical member Dr. Sukumar Mukherjee and our esteemed member Dr. Maitrayee Banerjee are unanimous of the opinion, the infection had been caused from the OT.

The complainant would contend, so far he has gathered information, at least in four LUCS cases similar infection had caused.

Those patients have not approached us for appropriate relief.

The CE represented by Ms. Anjana Kundu, owner of the nursing home, would submit that they always keep the OT clean and disinfected. They have no idea about any other patients who had LUCS procedure done at the CE similarly affected.



We have considered the issue. It is a fit and proper case where CMOH, Nadia should make a thorough inspection particularly whether the infection control mechanism is followed at the nursing home.

CMOH is also directed to send us a detailed enquiry report in this regard.

Coming back to the present case, we direct payment of Rs. 50,000/- as compensation to the complainant.

The CE would assure, they would pay the money within a fortnight from date.

The complainant is directed to share his bank details with the CE so that money could be paid through bank transfer.

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 <i>Authentic</i> <i>Secretary</i> West Bengal Clinical Establishment Regulatory Commission
--	--	--	---