

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2022/066

Ms. Arpangana Aryan Raj Complainant

vs

Eskag Sanjeebani..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/03/2022	<p>The complaint would have two parts. The first part would relate to harassment and the second part would relate to furnishing of wrong medical records.</p> <p>Facts reveal, the complainant wanted to have her father admitted at the CE against WBHS Card that was refused by the CE. The complainant wanted to use Swasthya Sathi Card that was also refused rather, the concerned person dealing with Swasthya Sathi demanded money for the same.</p> <p>The representative of the CE would contend, they did not have any tie up with the Government for treating government employees. Hence WBHS Card is not accepted. The allegation with regard to Swasthya Sathi is</p>

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		<p>denied. However, the CE would express regret for the harassment that was caused to the patient party.</p> <p>The complainant would demand express apology from the CE on that score. We direct the CE to send a letter of apology to the complainant for the harassment. The representative would assure, such letter would be sent by tomorrow.</p> <p>The CE would also admit mistake on their part with regard to furnishing of medical records. They would contend, while handing over relevant papers to the complainant report pertinent to another patient, was given to them by mistake.</p> <p>We direct the CE also to apologise for such mistake.</p> <p>The complainant would demand compensation for handing over wrong reports. According to her, this might have caused immense prejudice to the patient's further treatment. We are unable to accept such view. It is true, some wrong papers have been given along with the discharge summery. The CE has admitted their mistake.</p>
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They are agreeable to express regret and apologise for the same . We do not wish to interfere any further.

Before parting with, we would also notice, there are other issues pertaining to the Chairperson, Baranagar Municipality as well as Local MLA. The complainant would be free to approach the concerned persons for the same.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
