

Office of the West Bengal Clinical Establishment Regulatory Commission

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Memo No 3034 /WBCERC/6M-09/2020

Dated 20th April ,2021

The Chief Executive Officer/Unit Head/ Medical Superintendent
Clinical Establishments (All)

Madam/Sir,

The West Bengal Clinical Establishment Regulatory Commission (WBCERC) issues the following advisory . This is for your information and compliance.

ADVISORY -22

The Commission is of the view that that grievance redressal system at the Clinical Establishment level needs to be streamlined and strengthened with greater stress on resolution of petty issues at CE level , more particularly billing issues . The following advisory is issued in the respect.

1. All the CEs will try their best to resolve grievances at their level in a more effective way. This may be done on submission of complaint at their end or after receiving a copy of complaint from the Commission with mutual consent of the parties.

2. Each CE will nominate a public grievance officer and his name and mobile no should be publized at prominent places of the CE so that he can be easily accessed . The name and mobile no of such patients should be shared with the Commission.


(Arshad Hasan Warsi)
Secretary
West Bengal Clinical Establishment
Regulatory Commission

Memo No 3034(5) /WBCERC/6M-09/2021

Dated 20th April ,2021

Copy forwarded to :

1. The Principal Secretary, Department of Health and Family Welfare , Govt of West Bengal
2. The Director, Health Services , Department of Health and Family Welfare , Govt of West Bengal
3. Members , WBCERC
4. PA to Hon'ble Chairperson, WBCERC
5. Office Copy


Secretary
West Bengal Clinical Establishment
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