

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2022/088

Mr. Anjan Mukhopadhyay Complainant

vs

Medica Superspecialty Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	21/04/2022	<p>The complaint would relate to medical negligence as well as total mis-communication between the patient family and the CE. We received this complaint on March 28, 2020. Immediately on receipt of the complaint and upon going through the same we asked the CE to arrange for a detailed discussion with the complainant. We understand, they had three hours discussion. According to the CE, they tried to meet all issues raised by the complainant. The complainant is not fully satisfied.</p> <p>Medical negligence is outside our domain. We refrain from deliberating on the issue. However, the mis-communication part that the complainant would allege, would definitely sound logic.</p>



The complainant would contend, thereⁿ should be a thorough inquiry on the issue.

We are unanimously of the opinion that the circumstances that have been narrated in detail by the complainant in his written complaint supported by his oral submissions made online, would need no further inquiry. We take his statements as sacrosanct.

We ask the CE to tender written apology to the complainant at once. Such apology must be sent within a week from date. The mis-communication would involve Dr. Abhijatri Dutta, Dr. Payel Ghosh and Ms. Soma. They should separately apologise.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

2 Secretary
West Bengal Clinical Establishment
Regulatory Commission



			<p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p><i>W.F.</i></p> <p>ARSHAD HASAN WARSI Secretary W. B. C. E. R. C.</p>
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