

Office of the West Bengal Clinical Establishment Regulatory Commission^{as}

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Case Reference: INT/KOL/2022/086

Mr. Sumit Ghosh..... **Complainant**

vs

Peerless Hospital..... **Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	21/04/2022	<p>Despite repeated notice, the complainant is absent. The complainant would relate to mis-communication between the CE and the patient party that we find upon perusal of the complaint as well as the response received from the hospital. Unfortunately, the patient details are not available to us. The complainant has written to National Human Rights Commission who, in turn, sent it to the Department of Health and Family Welfare. Ultimately, it has come to us.</p> <p>The complaints would reveal, the patient wanted an appointment of Dr. Ashokananda Koner, a very senior gastroenterologist attached to the CE. According to him, the appointment was refused by the lady who received the call. According to the CE, during covid period Dr. Koner</p>



was not regular in the hospital. Moreover, he used to see limited number of patients that might be a reason for refusal to give an early appointment as per the request of the patient. Dr. Mitra, present online, would contend, they tried in vain to locate the patient however, in absence of particulars neither they could locate the patient details nor they could proceed further to inquire into the incidents.

Dr. Mitra is also critical about derogatory statement made as against the hospital. We also feel, this type of sweeping statement should not be made that too, when the concerned person would hide his identity. We record our strong displeasure.

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

Secretary
West Bengal Clinical Establishment
Regulatory Commission

Authenticated
[Signature]

			<p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i> </p>
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