

Office of the West Bengal Clinical Establishment Regulatory Commission  
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**Case Reference: INT/NAD/2022/136**

Mr. Gopal Roy ..... Complainant

vs

Institute of Neurosciences, Kolkata ..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	04/07/2022	<p>The complainant would raise serious issue with regard to misbehaviour of a hospital staff.</p> <p>The concerned staff is present online. We have heard the complainant as well as the hospital and the staff against whom the allegation is made.</p> <p>The issue would relate to Swasthya Sathi refusal. The hospital would contend, on that day there was no vacant Swasthya Sathi bed available. The complainant also came on the very next day, that day also unfortunately, no vacancy was there as such the patient could not be admitted. In this process, there might have some hot altercation between the complainant and the concerned staff. The concerned staff present online,</p>

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Secretary  
West Bengal Clinical Establishment  
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would express regret for the same. She would contend, from the core of her heart she would express regret for the incident.

The patient is at present stable however, may need neurological support in near future. We direct the CE to take special care in case the patient would need any neurological support.

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

*Authenticated*  
*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

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