

Office of the West Bengal Clinical Establishment Regulatory Commission  
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**Case Reference: INT/KOL/2022/178**

Ms. Mahasweta Mandal..... Complainant

vs

Belle Vue Clinic ..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	23/09/2022	<p>This complaint would relate to an unethical treatment meted out to the patient and the patient family. The complainant would contend, she approached the concerned doctor for doing robotic surgery of her father under WBHS. Since the doctor is a regular visiting consultant at Belle Vue she got her father admitted at Belle Vue. Problems arose soon after the surgery when the doctor demanded additional sum in cash knowing that the patient had been admitted under WBHS. She demanded receipt for the same however, no receipt was given. She was compelled to pay additional sum in cash.</p> <p>At the time of suture removal at the OPD she paid appropriate fees under WBHS and approached the doctor</p>

for post operative check up when the concerned doctor mis-behaved and used filthy language. She made a complaint to the CEO of Belle Vue who did not take any positive steps as against the concerned doctor hence, the complaint.

Mr. Suranjan Ghosh, General Manager, Operation, is present online. He would contend, the complainant chose the doctor. The concerned doctor is a visiting consultant. He is not on the regular pay roll of the CE hence, they do not keep track of any personal arrangement that the doctor is having with the patient and / or the patient's family. However, when the complainant approached the CEO, CEO tendered apology to her and asked for explanation from the concerned doctor. The concerned doctor denied each and every allegation. A copy of the explanation offered by the concerned doctor, is also on record.

We have gone through the explanation offered by the doctor. We are not impressed. We rather wish to



give full credence of the complainant.

Complainant had no previous enmity either with the doctor or the CE. She got her father treated at the CE knowing that the concerned doctor does robotic surgery at the CE. The concerned doctor was also told, the patient would be admitted under WBHS. He did not raise any issue at that juncture. During surgery, he demanded cash that was unethical.

In our view, the CE cannot avoid their responsibility particularly when the concerned doctor is a regular visiting consultant at the CE.

We direct the CE to submit a written apology to the complainant for the entire unpleasant incident. They must also take appropriate action as against the concerned doctor with intimation to the Commission and the complainant as well.

The complainant has also approached the West Bengal Medical Council as against the doctor. Let her pursue the same in accordance with law.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticat*

Secretary

West Bengal Clinical Establishment  
Regulatory Commission