

Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference:INT/KOL/2023/038

Mr. Ratan Kumar Saha. **Complainant**

vs

AMRI, Mukundapur.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	15/03/2023	<p>The complaint would relate to hospital negligence.</p> <p>The patient was under treatment under WBHS category. He was discharged after treatment. The entire treatment was cashless save and except consumable to the extent of Rs. 3,057/- that the complainant had to pay. The CE has not discounted the same as per our Advisory. We direct refund of Rs. 600/- on that count on sharing of his bank details.</p> <p>The complainant would also submit that the Biofire test was not done. Such assertion is denied by Dr. Hazarika. He would assure, a copy of the Biofire report would be shared with the complainant through mail. Such sharing must be done at once.</p>



The complainant would also contend, he was entitled to semi -private bed whereas he was given a general bed. Dr. Hazarika would assure, he would look into the same and give a reply on that count directly to the complainant with a copy to the Commission. In case the complaint is justified the CE must compensate the patient with the differential amount.

The complainant would also have a grievance that the concerned doctor refused to examine him at OPD. The CE has tendered apology through their mail dated March 13, 2023. Dr. Hazarika would assure, in future whenever the complainant visits OPD he would be looked after by the doctor of his choice.

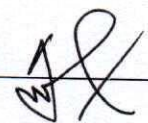
The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member



			<p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr.Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/-</p> <p>Sri S. K. Thade, IAS (Retd) – Member</p> <p>Sd/-</p> <p>Smt. Damayanti Sen,IPS-Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p>
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Authenticated

[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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