

**Case Reference: INT/PAB/2023/079**

Ms. Ishita Mondal ..... Complainant

vs

Mission Hospital, Dugapur..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	22/05/2023	<p>Despite notice the complainant is absent. CE is represented by Dr. Parth Paul.</p> <p>We received the complaint on April 24, 2023. After processing, we sent a mail to the CE on May 3, 2023 inter-alia, asking for response and medical records. We received the medical records on May 10, 2023. On the said date we sent a mail to both parties informing them that the matter would be heard today.</p> <p>We received a mail from the complainant on May 12, 2023. The contents of the mail is extracted below:-</p> <p><i>“ With due respect we want to inform you that we want to withdraw our complain against mission hospital whose hearing is on 22 May as it is of no use to us now our</i></p>



*patient has gone through all the pain and trauma we have made the complain one month before and we are getting response now my mother had already gone through so much pain and our family is also very disturbed we want to withdraw our complaint as it is of no use now it's too late".*

On perusal of the mail we find, that the complainant does not wish to proceed with the complaint and has expressed her desire to withdraw the complaint. However, from the tenor of the said mail we find it not a letter of withdrawal simpliciter having some insinuation.

The complainant sent a mail on April 22, 2023 at 8.45 a.m. Saturday and Sunday being holiday, we downloaded the mail on the next working day i.e. on April 24, 2023 and formally received it in our record. We processed the complaint as we do in all cases and sent a mail accordingly to the CE on May 3, 2023 inter-alia, asking for response. The CE took a prompt action and sent all the medical records vide letter May 8, 2023 that we received on May 10, 2023. We immediately fixed the matter for hearing today and sent a mail accordingly on



May 11, 2023. We do not find any latches on our part.

It is unfortunate that the complainant was dissatisfied because "its too late". We strongly express our note of descent in this regard.

The complaint is rejected as withdrawn.

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]*

ARSHAD HASAN WARSI  
Secretary  
N. B. C. E. R. G.  
WBGS (Ex)

*[Signature]*