

**Government of West Bengal**  
**Office of the District Magistrate, Nadia**  
**District Health Cell**  
**Administrative Building, 2<sup>nd</sup> Floor, PO-Krishnagar, Dist-Nadia, W.B.**  
**E-mail: health.nadia@gmail.com**

Memo. No. 348 /H.S.

Dated: 11 /04/2017

**NOTIFICATION**

In pursuance of Order No. 140(21)/secy (BK)/2017 dated 30/03/2017 of the Secretary, Health & Family Welfare Department, Govt. of West Bengal a **Complaint/Grievance Cell** under 'The West Bengal Clinical Establishments (Registration, Regulation and Transparency) Act, 2017' has been constituted with immediate effect for receiving physical complaints against the Hospital/Nursing Home under the District of Nadia at the following address.

<b>Address of Complaint / Grievance Cell :</b>
District Health Cell, 2nd Floor, Administrative Building, PO. - Krishnagar, Dist. - Nadia

All kinds of complaints/grievance under the West Bengal Clinical Establishments (Registration, Regulation and Transparency) Act, 2017 shall be received at the address mentioned above on all working days from 10:15 A.M. to 05:30 P.M.

Let this Notification be widely circulated for information to all concerned.

  
**District Magistrate**  
**Nadia**

**Government of West Bengal**  
**Office of the District Magistrate, Nadia**  
**District Health Cell**  
**Administrative Building, 2<sup>nd</sup> Floor, PO-Krishnagar, Dist-Nadia, W.B.**  
**E-mail: health.nadia@gmail.com**

Memo. No. 347 (58)/H.S.

Dated: 11/04/2017

From: The District Magistrate,  
Nadia

- To: 1) The Savadipati, Nadia Zilla Parisad, Nadia.  
2 - 5) The Addl. District Magistrate, (Gen./Dev./LR./ZP.), Nadia.  
6 - 9) The Sub-Divisional Officer, (All), Nadia.  
10) The Chief Medical Officer of Health, Nadia.  
11 - 27) The Savapati, Panchyayet Samiti (All), Nadia.  
28 - 39) The Municipal Chairman (All), Nadia.  
40 - 56) The Block Development Officer, (All), Nadia.  
57) DICO, Nadia for publication in 1 (one) local news paper.  
58) DIO, NIC, Nadia to upload the Notification in the official District Web Portal.

Enclosed please find herewith the copy of Notification alongwith 'The West Bengal Clinical Establishments (Registration, Regulation and Transparency) Act, 2017 vide memo no. 140(21)/secy (BK)/2017 dated 30/03/2017 of the Secretary, Health & Family Welfare Department, Govt. of West Bengal.

This is for your information and wide circulation.

Encl.: As stated.

  
**District Magistrate**  
**Nadia**

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Important  
h. ulu

Binod Kumar, IAS



Received through

Date: 0 MAR 2017

Time: 12:20 P.M.

Endorsed to: ADI

Secretary, Proposed Action

Health & Family Welfare Department  
Government of West Bengal  
Swasthya Bhawan, GN-29, Sector-V.

Salt Lake City.

Kolkata - 700 091

Ph. No. : 033-2357-7919

Fax No : 033-2357-7747

Email : sechealthwb@gmail.com

kbinod2@nic.in

Dated: 30.03.2017

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dt 31-03-2017

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31-3-17

No. 140(23)/secy (BK)/2017

To  
The District Magistrate (All).

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Sub: Complaint/Grievance to be filed under the West Bengal Clinical Establishment Act, 2017.

Sir/Madam,

The West Bengal Clinical Establishments (Registration, Regulation and Transparency) Act, 2017 has been notified in the official gazette and has come into force on 17th March 2017. The copy of the Act has been put on the website of the Department (wbhealth.gov.in) under the link Acts/Rules on the left pane. Two copies of the Act are also enclosed with this letter for your kind information.

West Bengal Clinical Establishment Regulatory Commission has been constituted Under Section 36 of the Act. As per Section 38, the Commission shall inter alia look into complaints etc. A domain name "wbcerc.gov.in" has already been registered for the West Bengal Clinical Establishment Regulatory Commission. The website for the Commission is under preparation and shall be ready very soon. As soon as it is ready, it will have provision for filing of online complaints by the patients or their relatives.

As District Magistrate, you shall be the Nodal Person in the district. You are requested to notify the address along with the contact details where physical complaints under this Act related to Clinical Establishments situated in your district may be sent. This should be widely publicised for information of the public in general.

Yours faithfully,

BK  
29/3/2017  
(Binod Kumar)

Secretary, Health & FW Deptt.

Encl: As stated.