

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2023/141

Mr. Rahul Kumar Shaw Complainant

vs

Techno Global Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	07/09/2023	<p>The complainant has made three complaints in a case of pre-planned surgery.</p> <p>On the first occasion he went to the hospital on being advised admission. The non-medical staff got him admitted. The paramedical staff made channel in his hand and prepared him for surgery. No Doctor examined him. He was wheeled to OT and was kept waiting just outside OT area. The concerned surgeon examined him and decided not to do the surgery because of his Eye complication. He was discharged.</p> <p>The CE would contend, they did not take any money in respect of first admission. However, the harassment that the patient had suffered, is not properly</p>

explained in the response. According to the complainant, initially the CE billed him however, ultimately the senior manager came to him and waived the same. He asked him to come on the re-scheduled date.

On the re-scheduled date the patient was made ready for surgery. The family was asked to come. The family came at about 7.30 a.m. The doctor came at about 2.45 p.m. Despite repeated query being made in between, the hospital staff could not inform as to when the Doctor would come and do the surgery.

The CE in their reply, would deny harassment or irresponsible behaviour however, the issue of delay in surgery and the harassment caused therefore, is not properly explained.

On the third day of visit when the patient came for suture removal Rs. 400/- was charged. The complainant objected as it was a package surgery and everything should be covered. According to the CE, suture removal is not covered by the package. He was billed accordingly.

We do not find any scope of interference on this score.

On the first two issues we are not satisfied with the reply given by the CE about the harassment caused to the patient and his family members.

We direct the CEO of the CE to give a letter of apology and regret to the complainant.

There should be another letter of apology from Ms. Subhecha, OPD Manager, for the unpleasant incident that occurred during her interaction with the patient and/or the family members.

The entire process must be done within a week from date.

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


Secretary
West Bengal Clinical Establishment
Regulatory Commission

