

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/NPG/2023/175

Mr. Rabin Chakraborty Complainant

vs

B P Podder Hospital.....Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | 1. | 04/10/2023 | <p>This complaint would relate to hospital negligence. The aged patient, an ex-army man, was referred by Command Hospital to B P Podder Hospital for admission in the month of December 2022.</p> <p>The concerned patient wrote to the Governor of West Bengal on March 14, 2023 that ultimately came to us on September 7, 2023.</p> <p>We have forwarded the complaint immediately to B P Podder Hospital. However, we got the response only today. Dr. Das representing the CE is candid enough to say, he was absent due to indisposition. He joined yesterday and gave the reply after thorough enquiry being</p> |

made as the incident would relate to December 2022.

Mr. Rajib Chakraborty, the complainant's son is present online. According to him, his father was complaining about ill behavior of the nurse during his ICU admission. He also noticed one day that the concerned nurse was hurting the patient to awaken him . Mr. Chakraborty is candid enough to say, his father was short of hearing .

Dr. Das is present online. He would express his concern about the incident. However, Mr. Chakraborty would also admit, his father started behaving abnormally even after discharge that might be for ICU sickness.

The complaint would relate to a particular nurse who wanted to kill the patient. It was possibly hallucination of the patient. Mr. Chakraborty, would contend, now the patient is on medication and is much better.

Dr. Das would express regret for the unfortunate incident. He would assure us, in future, they would specially train the ITU nurses so that they would properly



deal with the critical care patients.

Mr. Chakraborty would also complain about the delayed discharge.

It is a constant grievance of the patient and/ or the patient family admitted in various hospitals in the city. It is high time, they should expedite the process of discharge particularly, the corporate patients and TPA patients.

Dr. Das would express sincere regret.

We dispose of the complaint 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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishments
Regulatory Commission