

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/2023/176

Ms. Shagufta Islam Complainant

vs

Apollo Multispeciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	04/10/2023	<p>This complaint would relate to delayed OPD service as well as ill behavior of the secretary to the doctor. The complainant took her mother for OPD visit to Dr. Debraj Jash. She was asked to come between 5-6 pm. She accordingly reached Apollo Hospital and completed the billing process at 5.15 pm. The patient had to wait until 8.20 pm, almost three hours. Dr. Jash saw the patient at 8.27 pm.</p> <p>The incident happened on September 5, 2023. The complainant sent mail to the Commission on September 7, 2023. Commission mailed it to Apollo Hospital for response on September 13, 2023.</p> <p>Commission did not receive any response till</p>

yesterday. Today morning when we are about to start the hearing we have got reply from Apollo Hospital.

According to Apollo Hospital, there had been a huge rush at the OPD. The clinic started at 1.30 pm. She was called in between 5-6 pm keeping it in mind, the patient already waiting to be seen by that time hence, the delay.

With regard to the ill behavior of the Secretary Apollo would contend, the hospital does not condone the rude behavior in any form. The concerned Secretary has been counseled and has been advised to be more empathetic to the patient.

The response is completely silent as to what steps they have taken against the erring staff.

Today, at the hearing the complainant would reiterate her version consistent with her complaint.

Mr. Sayan Pyne has joined online. While admitting the delay he would deny having ill behaved with patient of the complainant.

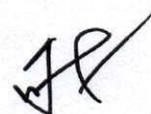


These two versions could only be verified from the CCTV footage. Apollo would contend, they do not have CCTV footage right now although the complaint was sent to them at the earliest as referred to above.

The complainant had no previous enmity with the Secretary. She did not know Mr. Pyne before the unpleasant incident. She met him for the first time on that date hence, it is not expected that she would make a false complaint against the concerned person. The explanation that Mr. Pyne would give could only be verified from the CCTV footage that we are deprived of.

Ms. Jashodahara Ghosh, Vice President, Apollo, would contend, they have a counseling process. They have already Counselling Mr. Pyne and the counseling process was recorded.

With due respect to Ms. Ghosh such counseling process might take care of future. Suffering that the patient and / or complainant had due to delay followed by ill behavior of the concerned staff cannot be properly



redressed.

We direct the CEO / Unit Head, Apollo Hospital, to send a letter of regret to the patient for this unpleasant incident with a promise, in future such incident would not recur. The letter must reach the patient 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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authentic
Secretary
West Bengal Clinical Establishment
Regulatory Commission

AP