

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/KOI./2024/029

Ms. Mahua Bhattacharjee..... Complainant

vs

Eskage Sanjeevani, Bagbazar.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/02/2024	<p>The complaint would principally relate to questioning treatment protocol that would be clearly outside our domain.</p> <p>The patient initially approached a government hospital on January 25, 2024 when he was prescribed medicines and released from the Emergency Department. He was then taken to Sanjeevani, Bagbazar. The patient wanted to have admission under Dr. Santanu Guha, his regular pulmonologist. Sanjeevani, Bagbazar did not have vacancy. They sent him to their Khardah unit where the patient was admitted under Dr. Sovan Kanti Chakraborty who is present online to assist us at the hearing.</p>

		<p>The patient was ultimately transferred to Ramkrishna Mission Saradah Pratisthan on DORB wherefrom he was released on February 15, 2024.</p>
--	--	--

		<p>The complainant would contend, the patient condition became critical because of wrong line of treatment.</p>
--	--	---

		<p>The complainant would be at liberty to approach the appropriate authority questioning the treatment protocol.</p>
--	--	--

		<p>She would also raise issue with regard to Haematologist consultation fee paid by her that should be included in the bill.</p>
--	--	--

		<p>The CE subsequently included the said sum in the bill that was submitted to the sponsor. Hence, we direct them to refund the said sum of Rs. 2,000/- to the complainant on sharing of necessary bank details.</p>
--	--	--

		<p>The complainant would also raise issue with regard to thrombosis on his left arm that was</p>
--	--	--



ultimately cured at the next establishment.

We do not wish to go into such question in
absence of appropriate evidence on record.

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

Q