

Case Reference:INT/SPG/2024/040

Mr. Hasnat Jamader Complainant

vs

Greenland Nursing Home.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/02/2024	<p>The complaint would relate to hospital negligence. The patient was in the family way. She was under constant check-up at the nursing home. The nursing home is run by Dr. Santanu Nandan Haldar alongwith his two sons Dr. Himadri Haldar and Dr. Niladri Halder and his wife Mousumi Halder, retired nursing staff.</p> <p>The complainant took his wife on January 14, 2024, complaining of labour pain. However, none did open the door of the nursing home. On repeated insistence, they allowed the patient to go in and on a cursory examination the patient was refused admission. Ultimately, she was taken to another</p>

		<p>nursing home where the mother gave birth to a still born baby.</p>
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On Our request, Dr. Runa Bal, HOD, Gynaecology, NRS Medical College and Hospital is present. She has also evaluated the medical records. It appears although the prenatal scan under Ayushmati Scheme is available on record the nursing home did not maintain any Admission Register to show that the patient did come and was refused admission as claimed by them.

Dr. Halder would contend, he examined the patient and advised admission that the patient family declined.

We do not find any corroboration from any of the documents produced by the nursing home before us. Moreover, there are other discrepancies in the record.

The complainant would contend, Nursing Home refused admission as they wanted the patient to be

		<p>admitted under Ayushman Scheme and not as a cash patient. Dr. Halder would deny such assertion.</p> <p>The concerned nursing home is a small establishment run in a remote place of South 24 Parganas. Hence, we do not wish to impose any heavy penalty on the same.</p> <p>We direct payment of Rs. 20,000/- to be paid in four equal monthly instalments to be sent to the patient Ms. Mansura Jamader.</p> <p>The complainant is directed to share her bank details to the CE so that money could be transferred to the lady directly.</p> <p>The first instalment would be paid by March 15, 2024 and thereafter on the 15th day of each succeeding month.</p> <p>In case of default of payment of any instalment the money then due, would become immediately payable along with interest at the rate of 7 per cent</p>
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per annum until realisation.

We also request CMOH, South 24 parganas to keep a strict vigil in the nursing home and advice them to take care of the deficiency that is highlighted in course of hearing.

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
W.C.

Secretary
West Bengal Clinical Establishment
Regulatory Commission