

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2024/095

Mr. Depanjan Nath Complainant

vs

AMRI, Mukundapur & AMRI, Dhakuria.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/04/2024	<p>An aged patient in a comatic stage is under continuous treatment of Monipal Group of Hospitals at Kolkata (formerly AMRI). The patient was admitted 12 times; thrice in Dhakuria and 9 times in Mukundapur.</p> <p>This time, the patient had discomfort in her house at Barrackpore which would be around 35 kilometres away from Mukundapur Unit. The complainant, the son of the patient, rang up Mukundapur Unit and requested for admission and after getting confirmation of vacancy from the person who received the phone, they proceeded with the patient in Ambulance and released the Ambulance after reaching Mukundapur Unit.</p> <p>The patient was managed at the Emergency and</p>



		<p>advised admission however, the Mukundapur Unit did not have any bed. As such, the patient could not be admitted. The complainant would contend, the representative of CE misbehaved when he confronted with him that the patient came only after confirmation of vacancy.</p> <p>The CE is a private entity. We do not find any reason to deny admission on the ground of non-availability of vacancy when there would be bed available.</p> <p>Up till this part, we do not find any flaw on the part of the Mukundapur Unit.</p> <p>We join issue thereafter.</p> <p>The CE management has four hospitals in Kolkata; two at Salt Lake; one at Dhakuria and the fourth one is at Mukundapur. We understand, fifth one is in the process of take over</p> <p>The patient had three admissions in Dhakuria Unit</p>
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		<p>earlier and 9 admissions at Mukundapur Unit.</p> <p>When there was actually no vacancy it was the duty of the Mukundapur Unit to contact Dhakuria Unit as well as the other two units at Salt Lake so that the patient family did not have any harassment with a comatic patient that too, at an advanced age.</p> <p>It is an admitted fact, the patient was denied admission and no further cooperation was extended, at least, Dr. Mukherjee did not mention anything on that score.</p> <p>The complaint was received by us on April 15, 2024. We mailed the same to the Mukundapur Unit on April 18, 2024. The complaint would clearly demonstrate the mobile number and E-mail id of the complainant. Yet, the Mukundapur Unit sent response through a mail dated April 26, 2024 that too, after office hours, without any copy forwarded to the complainant as they did not have the E-mail address of the patient who had 12 times admissions earlier apart from OPD visits.</p>
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		<p>Hence, copy was sent by ordinary mail which the complainant is yet to receive.</p> <p>In the backdrop of what has been discussed hereinbefore, the last paragraph of the response, being relevant herein, is quoted below:-</p> <p><i>“It is humbly submitted before this Hon’ble Commission that, the allegation in the complaint is made out based on frivolous grounds and unfounded facts. Due to the aforesaid reasons, such a complaint is not maintainable and liable to be dismissed in limine.”</i></p> <p>We fail to appreciate how this complaint could be termed as “frivolous” or “unfounded”.</p> <p>We deprecate the attitude of the high mighty management running four hospitals in the city. We hope and trust, they would rectify their mistakes and would definitely send a written apology to the complainant.</p> <p>We also direct the Monipal Hospitals, Mukundapur (formerly AMRI) to deposit a sum of Rs. 10,000/- to Blind Boys Academy, Narendrapur in the name of the</p>
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patient Mrs. Subhra Nath and send a copy of the receipt to her along with the letter of apology.

The complaint is disposed of.

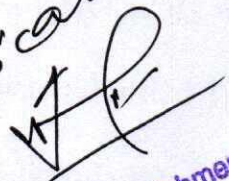
Sd/-
The Hon'ble Chairperson

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

