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**Case Reference: INT/KOL/2024/104**

Mr. Bijai Kumar Jaiswal ..... Complainant

vs

Charring Cross Nursing Home pvt. Ltd., Kolkata.....Respondent/  
Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	24/05/2024	<p>The complaint would relate unusual haemoglobin report.</p> <p>The patient was admitted with a complaint of follicular tonsillitis.</p> <p>According to the CE, her haemoglobin shown at 7.30 pm was 5.7 and at 9.23 pm it became 3.4.</p> <p>She was advised immediate blood transfusion. The concerned physician under whom the patient was admitted, was in doubt and advised immediate transfer of the patient to higher set up.</p> <p>The patient was immediately transferred to another</p>



CE where her haemoglobin was found to be 9.7 within an interval of about two hours.

Mr. Rahul Gadia, CEO of the CE is present online.

We have interaction with Dr. Debasish Bhattacharjee, the concerned pathologist, over phone. We have interaction with the nursing staff who drew sample from the patient.

According to the nursing staff, since IV fluid was being given to the patient the channel was not disturbed and blood was drawn from other limb of the patient.

Patient is present online. She does not remember whether the version of the nursing staff is correct or not as she was not in a proper state of health at the relevant time.

The entire scenario would lead to the conclusion that haemoglobin report at 9.30 pm of 3.4 was either an erroneous finding of the pathologist or that there was something wrong in the matter of collection of sample.



We need to examine the credentials of the technician as well as the nursing staff.

We are also astonished to note, the complaint was received by us on May 3, 2024, the reply was sent by the CE only on 10.05.2024.

Dr. Bhattacharjee, the concerned pathologist would admit, he is completely in the dark as he is not aware of such complaint having been made. He needs some time to go through the report.

We permit him to do so.

We direct the CE to send the credentials of the technician responsible for testing of the sample at the relevant time as well as of the nursing staff who drew sample from the patient as also the observation of the pathologist Dr. Bhattacharjee. Such information and/or credentials must reach us within a week from date.

In course of hearing, we find, the CE wrongly charged Rs. 500/- for TPA clearance and another Rs. 500/- on account of "Medical Officer". These two



charges are totally un-ethical.

We direct refund of the said sum at once.

The complainant is directed to share bank details with the CE so that aggregating sum of Rs. 1,000/- is refunded.

The judgment is reserved.

Sd/-  
The Hon'ble Chairperson

Sd/-  
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-  
Dr. Maitrayee Banerjee – Member

Sd/-  
Smt Madhabi Das – Member

*Authenticated*  
*[Signature]*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission