

Office of the West Bengal Clinical Establishment Regulatory Commission

1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

**Case Reference:INT/KOL/2022/180**

**Mr. Souvhik Dey..... Complainant**

vs

**Apollo Multispeciality Hospital..... Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	23/09/2022	<p>The complaint would reveal, the complainant's father was admitted at the CE at a very critical stage when he had been suffering from cursinoma stage IV. After about ten days of admission, the patient breathed his last at the CE.</p> <p>The complaint did not reveal anything in detail. It was cryptic.</p> <p>We asked for response of the CE. CE gave a response giving details of the treatment.</p> <p>The complainant gave a rejoinder to the response Paragraph 6 being apt herein, is extracted hereunder:</p> <p><i>"I am not blaming hospital for their effort. Their</i></p>

*AP*

*S. P. M. S.*  
21/06/2023.

*treatment was good. I accept it. But my intention about this complaint is to know the truth- what happen to my father between 20:00 hrs to 22:00 hrs on 29.08.2022. during phone call, my father was perfectly ok. He normally talked with me., even in the Monday morning, I found my father in a better condition than previous two days. So, my question is, there must be some event occurred, between these two hours. That has triggered the event of cardiac arrest. I want to know the truth from hospital. If there is sufficient transparency, I will request to show us the CCTV footage of those 2 hours. "*

As extracted above, it would appear, the complainant does not want to blame the hospital rather, he would admit, "treatment was good". He is however, interested to know the exact cause of the death of his father.

Dr. Bhatia, representing the CE, in his usual fairness, would offer formation of a Medical Board to explain the treatment protocol to the complainant within a week from date.



*S. P. Bhatia*  
21/06/2023,

Dr. Bhatia would also assure, they would contact the complainant and inform him before hand, the date and time so that the Medical Board could sit to answer the query of the complainant.

In case the complainant is dissatisfied with the result of such venture, he would be at liberty to ask for medical records from the CE and approach the appropriate authority questioning the treatment protocol, if he so desires.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*

*S. P. Mukherjee*

*21/06/2023*

Secretary

West Bengal Clinical Establishment  
Regulatory Commission

*AP*