

**Case Reference:WBCERC/KOL/31/2024-25**

Mr. Aveek Basu ..... Complainants

vs

Ruby Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	27/06/2024	<p>The complaint would principally relate to questioning treatment protocol in a case of a high risk aged patient who breathed her last while undergoing treatment at the CE.</p> <p>Complaints have been made as against the CE with regard to lack of hygiene as well as ICU care. The patient got infected with Acinetobacter Baumannii which might be the root cause of death of the patient.</p> <p>There are billing issues too.</p> <p>We have detailed interaction with the complainant as well as another representative of the complainant. We also have interaction with the CE.</p>



In course of hearing we come to know, the complainant have already approached the West Bengal Medical Council as well as NABH Authority.

Let those complaints reach a logical conclusion before we take up the issue of hospital negligence.

We permit the complainant to approach us afresh in case he is successful before the appropriate authority questioning the treatment protocol.

Before we part with, we feel, it is high time when we should take up the issue of hygiene as complained of.

The CE would strenuously deny each and every allegations made against them. We, however, wish to have scrutiny of the Death Review Committee report and the Infection Control Committee report. We direct the CE to send us a detailed report of deaths suffered by patients 15 days before and after the date of death of the concerned patient together with Death Review Committee report in relation to those deaths.

Such report must reach us within a month from date.





We shall consider those reports administratively.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Sri Sutirtha Bhattacharya, IAS ( Retd) – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
*VJ*

**Secretary**  
**West Bengal Clinical Establishment**  
**Regulatory Commission**