

Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

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Case Reference: WBCERC/KOL/35/2024-25

Mr. Akshat Bharukta Complainant

vs

Marwari Relief Society Hospital, Burrabazar.....Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|---|
| | 1. | 11/07/2024 | <p>Despite notice, the complainant is absent. He could be contacted over phone today morning however, at the time of hearing he has not picked up his phone. Hence we are constrained to take it up in his absence.</p> <p>The complaint is of two folds.</p> <p>i) The patient had a bedsore on her ankle that was not properly taken care of.</p> <p>ii) The nurse was chewing Gutkha in ICCU.</p> <p>In reply, the CE would say, the patient had bedsore from the beginning however, no supporting document, being the admission record or otherwise, is produced by the CE.</p> <p>With regard to Gutkha, the CE would contend.</p> |

they have already displayed notice board on prohibition of tobacco items within the hospital complex.

Mr. Om Prakash Mishra, General Manager of the CE, is present online. He would submit, they would always take preventive measure to keep the CE clean however, the incident of chewing tobacco is unfortunate. They would be cautious in future.

We direct the CE to give a letter of apology to the patient and/or the complainant at his recorded address assuring to the effect, they would take appropriate measure so that this type of nuisance would not recur.

With regard to bedsore, considering the fact that the CE is a philanthropic institution, we impose a token penalty of Rs. 10,000/- to be paid to the complainant on sharing of his bank details.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhān Lal Saha – Member



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| | | | <p>Sd/-</p> <p>Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i> <i>[Signature]</i></p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p> |
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