

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/KOL/130/2024-25

Mr.Tapan Nandi **Complainant**

VS

Fortis Hospital.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/09/2024	<p>The complaint would relate to an unfortunate death of a 69 year old female patient, who took emergency admission with acute pain abdomen. She was planned for Gallbladder Surgery that was done however, there had been a leakage that resulted in post- op bleeding that could not be controlled despite curative surgery being done. The patient ultimately breathed her last. Hence, this complaint.</p> <p>The complainant admitted, his mother was admitted under WBHS category and CE gave her cashless benefit. However, the complainant had to pay Rs. 10,460/- as non medical expenses.</p>



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We heard the complainant, the son of the ill fated patient. We have also heard the CE.

Whether the primary surgery resulting perforation and post op bleeding, were due to any negligence or not, would be absolutely outside our domain.

The complainant would contend, the surgeon was introduced to him by the CE.

He would be free to raise this issue before appropriate forum and in case he is successful he would be at liberty to approach us afresh.

Before we part with, we wish to express a piece of our mind to the CE.

A 69 year old female patient might have so many co- morbidities as contended by the CE. The CE might have extended all support as claimed by them. However, at the end of the day we lost the patient. Hence, the CE should have been more compassionate and should not have realised the said sum of Rs. 10,460/- from the son of



the ill-fated patient.

We appreciate the gesture shown by the representative of the CE present online. She would immediately offer refund of the entire amount to the complainant in case bank details are shared with them.

With such observations and assurance recorded above, 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
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]