

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/KOL/2024/127

Ms. Seuli Rudra Complainant

vs

Health Point Clinic, Konnagar.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/09/2024	<p>The complaint would relate to faulty USG report, interalia, observing that the gallbladder is normal having no calculus.</p> <p>The patient was admitted at the CE with pain abdomen. She was examined by the Gastroentologist who prescribed aniolighting medicine that yielded no result.</p> <p>The patient was discharged on DAMA and taken to another uni-speciality establishment outside the State where USG was done. Stone was found in the gallbladder and it was operated. The patient is now recovering. Hence, this complaint.</p> <p>The diagnostic centre has submitted their response.</p>





We are really obliged that they have shared the coloured photograph that would clinch the issue.

Our experts present on the panel, Dr. Hawladar, HOD, Radiology, IPGMER, would observe, presence of calculus as well as thickening of wall are quite apparent. He is at a loss why the sonologist could miss it while giving the report.

Even after going through the complaint and after knowing that the patient was operated at another establishment where stone was found why the diagnostic centre could not find the presence of calculus from the photograph that they have shared in their response is not clear to us.

They contended.

“ Obesity and presence of gas shadow may affect to see GB Sludge and Micro calculi. Sludge and Micro calculi may develop very rapidly, so that it was evident in next sonologist findings after 41 days. ”

Not only it is a case of sheer negligence but also it





would depict incompetence of the centre.

It is a fit and proper case where appropriate compensation should be awarded to the complainant.

The complainant might have spent substantial sums of money by taking the patient outside the State to have the surgery done. We appreciate their agony at the need of the hour. However, we feel, a sum of Rs. 1 lac would be appropriate for the negligence that the CE has done.

We direct the CE to pay the said sum of Rs. 1 lac to the complainant on sharing of her bank details at once.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authentic
HL

 **Secretary**
West Bengal Clinical Establishment
Regulatory Commission