

Office of the West Bengal Clinical Establishment Regulatory Commission  
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**Case Reference:WBCERC/KOL/142/2024-25**

**Mr.Santunu Chowdhury..... Complainant**

**vs**

**Belle Vue Clinic.....Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	03/10/2024	<p>The complaint would relate to an accidental burn caused to the patient during OT.</p> <p>Our esteemed medical members have evaluated the records. It is most likely diathermic burn.</p> <p>The patient was admitted for a planned surgery on June 19, 2024 and was scheduled for discharge on June 21, 2024 whereas due to the accident he suffered burn injury for which he had to prolong his stay one day more as per medical advice.</p> <p>We are astonished to know, not only the Clinical Establishment charged him for the additional day but also charged each and every item of treatment that was</p>



given to him because of burn injury. The plastic surgeon fee was charged. The dressing was charged. Even non-medical expenses that were not covered by the insurance policy to the extent of Rs. 9,500/- were realised from him.

The CE has given a response. Initial response was very cryptic and vague. On being pointed out, yesterday, they have given a detailed reply that would relate to the original treatment that the patient had. However, the CE has not taken the responsibility of the accident. The CE has also sent a note of the concerned surgeon that also does not have to any apologetic version.

Mr. Ghosh, representing the CE, would submit, they had to bill the entire treatment as per the procedure laid down by the TPA. We are not at all impressed.

Mr. Ghosh would also submit, CE assured the patient that they would take responsibility for further dressing however, the patient did not turn out. We cannot blame the patient. By that time, he lost faith and

confidence on them.

There is one more issue that we cannot loose sight of. The accident happened well within the OT and surgeon detected the burn injury and did the dressing. However, that should have been properly communicated to the patient as well as his family members.

The hospital administration should also have taken a pragmatic approach and should not have billed for the additional day and the treatment given to the patient due to such burn.

We find negligence on the part of the CE.

We direct payment of Rs. 50,000/-as compensation to the complainant on sharing of his bank details.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member



Sd/-

Prof. (Dr.) MakhanLalSaha – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member



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