

Case Reference:WBCERC/NOR/140/2024-25

Mr.Biswanath Ghoshal..... Complainant

VS

Galaxy Superspeciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/11/2024	<p>An elderly female patient was admitted with co-morbidities. For administration of IV fluid cannula was placed in the left hand that develop thrombosis. It was changed to the right hand where similar problem arose. In the right hand there were some swelling.</p> <p>The treating team decided to have a neck line that also developed swelling.</p> <p>The patient was discharged without cure. She was admitted in another establishment where she had amputation of the left hand below elbow.</p> <p>At the hearing, treating doctors are trying to explain the situation that could not impress our esteemed medical members Dr. Sukumar Mukherjee and Dr. M.L.</p>





Saha.

In course of hearing, the CE agreed to pay back the treatment cost that they realised from the patient as also the subsequent bill paid to the other establishment on actual basis.

They would also assure, they would do their best to fix a prosthetic for the patient so that she could have replacement of the amputated left hand.

We appreciate the gesture.

We permit the CE to pay by three equal monthly instalments.

We direct the complainant to share his bank details as well as the bill that he paid to Charnock Hospital for the second admission.

Upon receipt of the Charnock bill, the CE would pay the aggregate amount in three equal monthly instalments commencing from November 15, 2024 and thereafter on the 15th day of two succeeding months.

In case of default of payment of any one instalment

amount then due would become immediately payable together with interest @ 6 per cent per annum on the defaulted amount.

The CE would also arrange from the postatic within a reasonable period in consultation with the complainant and the process must be completed as early as possible preferably within a six month from date.

The complaint is disposed of accordingly.

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]