

Case Reference:WBCERC/NOR/175/2024-25

Mr. Biswaran Ghosh **Complainant**

vs

Lifeline Diagnostic Centre Cum Nursing Home.....**Respondent/**
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/11/2024	<p>A 69 years old female patient Smt. Pratima Barui was admitted at the CE twice. She was a CKD patient with co-morbidities. She had breathing issues on the fateful day; when she was taken to the CE the receptionist flatly denied admission on the ground that the concerned doctor Dr. S K Bhowmick was on leave.</p> <p>The complainant, the nephew of the patient would submit, the patient was there for about one hour. They made persistent request to attend the</p>



		<p>patient and give the emergency treatment through other doctors present at the CE. Yet, the receptionist did not agree to admit the patient. Emergency treatment was also not given.</p> <p>The patient was taken to the other establishment where she breathed her last after a week.</p> <p>We received this complaint on November 5, 2024 when she was alive. We sent the mail to the CE for appropriate response from the CE. CE replied to the mail by admitting their mistake. The relevant extract of the mail is quoted below:-</p> <p><i>“For our primary safety measure, we have already suspended our on-duty staff that day temporarily.</i></p> <p><i>However, we are requesting you to give us a</i></p>
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		<p><i>minimum of fifteen days for a detailed inspection and scrutiny of the incident that occurred on that day and will comply with your case ID-WBCERC/NOR/175/2024-25 in detail.</i></p> <p><i>We assure you that there will not be any type of negligence from our Life Line Diagnostic Centre Cum Nursing Home."</i></p> <p>Today, Mr. Tarapada Dutta, the Manager of the nursing home is present online.</p> <p>It appears that despite our request to share a copy of response with the complainant CE purposely did not send copy of the response to the complainant.</p> <p>Mr. Dutta, would submit, by mistake it was not sent. He however, tries to explain the situation by contending that the RMO was busy with other</p>
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		<p>patient. He was called to give emergency treatment, however, before the RMO could attend the patient the patient had left.</p>
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We are not at all impressed. The complainant categorically submits, they were there for about one hour. The complainant, in his response categorically submitted, they were flatly refused by the receptionist. Such definite assertion has not been dealt with. No denial was made in the reply.

It is true, the CE has submitted in their response, they would assure, no type of such negligence would be there in future. Such assurance would not be of any help to the complainant or the ill fated family. The patient might have been critical. Giving treatment at the



		<p>CE at the right moment might not have changed the situation however, a regular patient who was admitted twice earlier for her treatment, should not have been refused admission, not even emergency treatment. It is certainly a heinous crime. Moreover, nonsharing of response, is also a fault on the part of the CE.</p> <p>We have lost the patient. She is no more. We are told, Dum Dum Girls School is nearby. We would request the School Authority to dedicate a class room in the memory of late Smt. Pratima Barui.</p> <p>We direct the CE to deposit a sum of Rs. 50,000/- for such purpose with the School Authority at once.</p> <p>We would be obliged if the School Authority</p>
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would accede to our request and arrange for such function in presence of the members of the family so that they could be present on such auspicious occasion.

Our esteemed member Dr. Maitrayee Banerjee, would opine, the CE, having a five storied infrastructure, must have more than one RMO. Henceforth, they must be cautious enough so that this kind of unfortunate incident does not recur.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authentic

Secretary
West Bengal Clinical Establishment
Regulatory Commission