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Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference:WBCERC/NOR/194/2024-25

Mr. Apollo Dey Complainant

vs

Dafodil Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/12/2024	<p>Despite being present online, the complainant has muted his microphone. We have tried to contact him over phone but in vain. Hence, we are constrained to dispose of the complaint in his absence.</p> <p>The complaint would relate to questioning the treatment protocol of complainant's mother who died at the CE.</p> <p>The patient was admitted with various co-morbidities on March 8, 2024 at Dafodil Hosital. The patient breathed her last on March 10, 2024.</p> <p>On receipt of the complaint we asked for response from the CE. CE has given a brief idea about the</p>



treatment that was given to the patient.

The patient was admitted under CGHS category. As per the CE, the patient had multi organ dysfunction. Investigations were advised immediately and medicines were given as prescribed by the treating doctors. Yet, the patient did not survive. At the time of admission, the blood pressure was recorded 200/100.

We feel, interest of justice would be sub-served if we consider the issue after proper adjudication on the treatment protocol, is had before an appropriate authority.

The complaint is disposed of by granting liberty to the complainant to approach the appropriate authority on the treatment protocol.

In case he is successful, he would be at liberty to approach us afresh.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson



Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated
W.R.
Secretary
West Bengal Clinical Establishment
Regulatory Commission