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Office of the West Bengal Clinical Establishment Regulatory Commission
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Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: WBCERC/KOL/211/2024-25 &
WBCERC/KOL/212/2024-25

Mr. Ritarshi Adhikary Complainant

VS

B P Poddar Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/12/2024	<p>Despite notice the complainant is absent.</p> <p>We have tried to contact the complainant over phone. He has disconnected the call. Hence, we are compelled to hear this complaint in his absence.</p> <p>The patient came to the Emergency at about 2.45 pm on December 10, 2024. The patient was critical. He was seen by the Emergency Medical Officer at 2.50 pm as told by Dr. Roy, representing the CE. The patient was initially treated at the Emergency and at about 7.45 pm he was advised to be transferred to ITU. Ultimately, transfer took place at 8.10 pm as submitted by Dr. Roy.</p> <p>The patient was kept at the Emergency for about</p>



		<p>six hours which is quite unusual. We do not find any medical records to justify such prolonged delay in shifting the patient to ITU.</p>
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The patient was discharged on December 23, 2024 as we find from the response that we received from the CE on December 23, 2024 at 6.10 pm.

The conduct of the CE is deplorable.

The complainant approached us on December 10, 2024 with the grievance of inordinate delay in treating the patient. The original complaint was followed by a detailed complaint on the next day i.e; on December 11, 2024 where the complainant contended, patient was unnecessarily kept at the Emergency for a quite long time despite advice being given for ITU shifting.

The complainant wanted to shift the patient to other establishment. CE did not give the case summary. As a result, the patient could not be shifted to other establishment. Delayed response was also not accompanied by any medical record or any information

about the status of the patient.

We deprecate the conduct of the CE.

Since, the complainant is absent we do not wish to impose any penalty on the CE.

We caution the CE if there be any recurrence we would heavily penalise the CE.

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/-
Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-
Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission