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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/ALI/224/2024-25

Mr. Biplab Ball Complainant

vs

**Saroj Gupta Cancer Centre and Research Institute, Thakurpukur & EKO
Diagnostic.....Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	06/01/2025	<p>The complaint would reveal an unfortunate fall in case of a critically ill patient having stage IV metastasis in lung. The patient was under treatment at the CE where EKO X-Ray is also housed under an arrangement between CE and the EKO X-Ray for the benefit of the in patient and out patient visiting the CE.</p> <p>The incident occurred on December 17, 2024 when the patient was advised for PET CT scan. When she was being prepared for the procedure there was an unfortunate fall of the patient at the waiting area that resulted severe head injury. The patient was immediately admitted at the CE.</p>



Despite treatment being given by the CE, the patient breathed her last on the following day.

The CE has not charged any treatment cost for the post accident period. The diagnostic centre also refunded the procedure cost.

We have heard the complainant. We have also heard the CE as well as the diagnostic centre.

According to the diagnostic centre, the patient had convulsion that might have caused injury due to the fall however, there is no satisfactory explanation coming out from the Diagnostic Centre as to why such critically ill patient did not have any attendant while she was being prepared for the procedure.

The patient was too critical. Fall may not have any nexus to the ultimate death of the patient however, we cannot be a mere onlooker when we find apparent negligence on the part of the diagnostic centre.

We impose a token penalty of Rs. 25,000/-.

We hope and expect, they would be cautious enough to see that the such incident does not recur.

The complainant is directed to share his bank details with the Diagnostic Centre so that the money could be paid to him at once.

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
WBC

Secretary
West Bengal Clinical Establishment
Regulatory Commission