

5

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/213/2024-25
&
WBCERC/NOR/214/2024-25

Moinak Ghosh Complainant

vs

ILS Hospital, Saltlake.....Respondent/ Respondents

ORDER SHEET


Office Note	Order No.	Date	Order
	1.	06/01/2025	<p>The complaint would relate to hospital negligence as well as lack of counselling between the treating doctor and the patient family.</p> <p>The patient was admitted on November 01, 2024 with a confirmed gallbladder stone that could be revealed through MRCP.</p> <p>The patient had breathing trouble that was taken care of, according to the treating doctor.</p> <p>The complainant would contend, that his father's condition was such he should have been kept under</p>



		<p>constant care in any critically care unit whereas the treating doctor kept him under observation in general ward.</p> <p>The complainant would also complain about bed sore.</p> <p>The complainant would contend, the hospital lacks adequate infrastructure. For instance, for MRI scan patient had to be taken to another set up belonging to the same management at Dumdum via ambulance that caused unnecessary trouble to the patient.</p> <p>The complainant would also raise billing issue however, that has not been escalated during hearing.</p> <p>We have also heard Dr. Saha representing the CE. The treating doctor Dr. Roy is also present online.</p> <p>On bed sore issue, we do not find any definite evidence. Dr. Saha would submit, the patient had no bed sore. So was the time of discharge. In absence of any reliable evidence, we do not wish to go into the issue.</p>
--	--	--



			<p>On the issue of counselling, Dr. Saha would contend, they have a patient co-ordinator. There was no contemporaneous complaint of lack of counselling.</p> <p>We do not wish to make any comment on the same. The complainant must have faced some problem with regard to communication as regards treatment protocol.</p> <p>We feel, a proper counselling could clinch the issue however, the patient is now fully cured. He does not wish to escalate the issue any further.</p> <p>According to him, he has been cured by the other establishment where he took admission after being discharged from the instant CE.</p> <p>The patient was treated by the doctor. Whether he would be kept at the general ward or ICU, is within the exclusive domain of the treating doctor and the hospital has no role to play. The treating doctor must have felt that the patient may not need ICU care and as such kept him in general bed that has also reduced the treatment cost to</p>
--	--	--	--

		<p>the benefit of the patient.</p> <p>On the issue of infrastructure we feel, it is high time when CE must put the patients on notice as to what facility they would be having in-house so that the patient and/ or the patient family would be agreeable to admit the patient at the CE after knowing exactly what they would get in course of in-house treatment.</p> <p>Dr. Saha would submit, they would do so.</p> <p>Let them put the patients on notice at the reception lobby, admission desk and other conspicuous place so that everyone would come to know as to what facility the CE is having in house.</p> <p>Coming back to present case we feel, the administrative head of the CE should send a letter of regret to the patient for his sufferings as explained to us through this complaint.</p> <p>The complaint is disposed of accordingly.</p> 
--	--	---

			<p>Sd/-</p> <p>The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p><i>[Signature]</i></p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
--	--	--	---