

3

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/236/2024-25

Mr. Gulshan Shaw Complainant

vs

Medica Superspeciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/02/2025	<p>This complaint would relate to an unfortunate untimely death of a 53 year old female patient who died even after giving ECMO support.</p> <p>The patient was initially admitted at an establishment where she was kept on ventilation. Ventilated patient was transferred to the present CE where she was given appropriate treatment as contended by the treating doctors. However, despite best efforts the patient could not survive.</p> <p>The complainant would raise four issues:-</p> <p>“ i) <i>The quality of care provided to my mother during her final days at Medica Superspeciality Hospital .</i></p> <p>ii) <i>The adherence to diagnostic, monitoring, and</i></p>





treatment protocols for critically ill patients.

iii) The conduct and accountability of the attending doctors.

iv) The hospital's handling of financial matters and how they affected patient care decisions."

The first three issues would relate to questioning the treatment protocol that would be absolutely outside our domain.

In course of hearing the treating doctors were present online have agreed to hold a meeting with the complainant and would try to answer the queries made by him.

Mr Dashora would inform us, they would fix an early date and would inform the complainant accordingly.

In case the complainant is not satisfied with the explanations to be given at the said meeting he would be free to choose his course of action.

With regard to the item no (iv) relating to financial issue the complainant would express his gratitude towards the CE as they have not insisted on the balance

outstanding payments to the extent of Rs. 7.68 lakhs. As such, he does not wish to escalate his issue.

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
[Signature]