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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/KOL/233/2024-25

Mr. Souradeep Roy Complainant

vs

K P C Medical College & Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	05/02/2025	<p>The complaint would relate to ECG procedure being done in a case of a 19 years old girl who was uncomfortable in presence of the male staff present at the area where ECG was being conducted.</p> <p>Soon after receipt of the complaint we forwarded the same to the CE and asked for their response.</p> <p>From the response, it appears that Ms. Prathoma Goswami,the patient, was advised ECG that was done by female nurse Ms. Arina Khatun who is present online. It was done in the presence of Dr. Keya Ghosh.</p> <p>Mr. Karmakar representing the CE, would express regret for the incident.</p>

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			<p>According to him, the complaint is possibly a result of misunderstanding. ECG was done by a female nurse in the presence of a lady doctor. There might have been few male doctors present at the Emergency. However, except the doctors none else was present.</p> <p>Some unfortunate situation must have happened. It would be very difficult for us to draw a conclusion as to whether there was any curtain or not as there have been rival contentions on the issue.</p> <p>We direct the CE to send a letter of regret to the patient herself at her recorded address and see to it that this kind of unfortunate and / or unpleasant situation does not recur.</p> <p>The complaint is disposed of.</p> <p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/- Prof. (Dr.) Makhan Lal Saha – Member</p>
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			<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>
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