

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:WBCERC/KOL/270/2024-25

Ms. Papiya Goswami..... Complainant

vs

R N Tagore International Institute of Cardiac Science.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	09/04/2025	<p>The patient needed an orthopaedic intervention. She was advised admission to do ORIF procedure.</p> <p>The complainant would contend, she wanted to admit the patient under WBHS category and accordingly approached the appropriate desk for the same. She wanted to know the actual expense the patient would have to bear over and above the treatment cost that would be borne by the WBHS. She was not properly counselled on that issue rather, the Executives were insisting on admission of the patient from the Emergency. Being confused, she left</p>



		<p>the place with the patient and ultimately got the patient operated at another establishment on March 15, 2025.</p> <p>On our request, Dr.Sujit Nandi, HOD, Orthopaedic, National Medical College is present online. According to Dr. Nandi, on verification of all the papers that have been produced by the complainant it appears that the subject discomfort could be treated by conservative procedure as well as orthopaedic intervention. However, this could clearly be opined in case the X-ray report was produced that has not been done before us.</p> <p>The CE would contend, they never refused admission in WBHS category. The complainant was properly counselled about the Orthopaedic procedure that was suggested by the concerned surgeon. It would squarely be covered up under the scheme and only non medical expenses would have to be borne by</p>
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patient.


On a total appreciation of the rival contentions we find, the present case is a result of total miscommunication for which the parties are to be blamed.

The CE has a dedicated admission desk in WBHS category. Executive, looking after the department, is present on line. We have heard him. We have also heard the complainant.

We feel, it is a fit and proper case where the CE should express regret to the patient as the confusion was created by the CE.

The complainant was confused as she was asked to enquire from the surgeon whether he would be agreeable to do the procedure under WBHS whereas the Medical Superintendent, present online, would inform us, the concerned surgeon is regularly treating



			<p>WBHS patient.</p> <p>We direct the CE to send a letter of regret to the patient as well as the complainant expressing their regret for the inconvenience caused to the patient and/or her family members.</p> <p>The complaint is disposed of accordingly.</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> <p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i> </p>
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Secretary
West Bengal Clinical Establishment
Regulatory Commission

