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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/BIR/14/2025-26

Ms. Rumpa Banerjee Complainants

vs

Ananya Multispeciality Hospital, Mission Hospital & Medica Superspeciality
Hospital (Manipal Hospital).....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	14/05/2025	<p>The complaint would relate to a very unfortunate situation in which in a case of gallbladder surgery, there had been post surgical complication that arose 2-3 days after discharge from the hospital.</p> <p>The patient had pain abdomen. It was subsequently diagnosed that the patient had internal bleeding. The patient was readmitted and had curative surgery done. Bleeding was stopped but there had been further bleeding for which he was transferred to Mission hospital Durgapur at the cost of the CE. The patient was there for about 3 days and he was ultimately transferred to Kolkata and admitted at Medica where after a prolonged treatment</p>





the patient breathed his last.

The medical records would show that further surgery was advised at Medica just on the day before his death.

Our esteemed member Dr. M. L. Saha has interaction with the concerned surgeon. According to him, the complication was not unusual but it is a rear complication and should have been properly treated.

Dr. Saha is very sceptical about the reply given by Ananya.

Our esteemed members are unanimous of the view that most inhuman approach has been taken by Ananya while replying to the complainant.

Paragraph 2 of the complaint is quoted below:-

“ At the very outset, I, the undersigned herein on behalf of the said Hospital would like to state that the instant complaint is completely arbitrary, baseless, malafide and an after thought made with a sole motive of extorting money from the said Hospital on the basis of

frivolous allegations.”

We fail to appreciate how inhuman approach the CE could make particularly, when the complainant, widow of the patient, was an employee of the CE that we came to know in course of hearing.

Mr. Subhashis Chakraborty, Learned Advocate, representing Ananya, would try to justify the paragraph quoted supra. According to Mr. Chakraborty, the CE, at the end of the letter, expressed regret and condolence to the departed soul. Paragraph 2 was written in the context of various complaints made by the complainant to diverse fora including consumer department.

We are not at all impressed.

The complainant lost her dearest and nearest one and that too after receipt of a hefty bill of Rs. 17,000,00/- from Medica for which she had to arrange financial resource to pay off the bill. She could ultimately pay Rs. 11,000,00/-. Even then, she had to face a criminal proceeding initiated by Medica against the dishonoured

cheque that she was compelled to sign at the time of release of the dead body.

We deprecate the attitude of Ananya reflected from their response.

In course of hearing Mr Abani Bhushan Mondal, Director of Ananya prays for leave to withdraw the said response particularly paragraph 2 thereof.

Such liberty is granted. Let paragraph 2 of the said response dated May 08, 2025 be deleted from the records of the Commission.

After gallbladder surgery the patient had post-operative complication. Curative surgery was done at the CE. Even then, there had been further internal bleeding. The CE, at their cost, referred him to a higher set-up. However, subsequently they washed off their hands. The complainant, the ill fated widow, took the patient to Medica where after a prolonged treatment he breathed his last resulting a bill of Rs. 17,000,00/-.

After receiving the complaint we asked Medica to

give complete re-look to the issue. Medica has agreed to withdraw the proceeding. They have given a no-due certificate to the complainant as informed to us by her at the hearing.

The complainant has also initiated proceeding before the Consumer Forum simultaneously with the initiation of this proceeding before us.

The complainant would be at liberty to choose one forum against the other.

In case she wants to pursue her complaint before us she would have to approach Medical Council. If she succeeds she would be at liberty to approach us afresh.

The complaint is thus disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member


Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated



Secretary
West Bengal Clinical Establishment
Regulatory Commission