

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference:WBCERC/KOL/47/2025-26**

Mr. Koushik Chakraborty..... Complainant

vs

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

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	04/06/2025	<p>The complaint would relate to use of expired medicine given at the time of discharge.</p> <p>The baby was born on April 2, 2025. The baby was discharged on April 5, 2025. At the time of discharge the baby was advised to have Triple Dye lotion to be used for ambolical chord.</p> <p>The mother is present online. On a query made by us, she would inform, the ambolical chord fell-off within two/ three days after discharge and the lotion was usedonce. On May 11, 2025 the mother suddenly discovered that the said lotion had expiry date of September, 2024 having batch no. 931.</p> <p>The hospital would contend, they sold the medicine and handed over the same to the mother at the time of</p>



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discharge. Such medicine was having batch no 006 having expiry date of November, 2026.

Today, at the hearing the complainant would contend, at the time of discharge they omitted to verify the expiry date. However the bill which was handed over to them at the time of discharge did not have the break-up. The signature that was put by the father of the baby on the bill, would not appear from the page where the hospital had purportedly described the batch no and the expiry date.

The CE would confront the allegations made by the complainant. According to them, they supplied medicine having batch no 006 having expiry date of November 2026 and not September 2024 as contended by the complainant.

We have heard the parties at length. We do appreciate, the parties did not have any previous enmity. We also appreciate, they might have omitted to verify the batch no. right at the time of handing over. However, to us, it is very difficult to accept one view against the other as sacrosanct in absence of cogent evidence.





We are told, the complainant has already approached the police authorities. It would be proper for the complainant to pursue his complaint before the police authority having detailed mechanism for investigation. In case the said complaint succeeds the complainant would be free to approach us afresh when we would be passing appropriate order to ameliorate the grievance of the complainant.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authentic copy*

**Secretary**  
**West Bengal Clinical Establishment**  
**Regulatory Commission**

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