

Case Reference: WBCERC/SOU/68/2025-26

Syed MD Karim Al Qadri Complainant

vs

Royd Nursing Home.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	18/06/2025	The complaint would relate to very very unfortunate case resulting death of a 30 years old lady after delivery. The facts would reveal, the patient was admitted on May 12, 2025 at 10.22 am for delivery of her child. The delivery was done and a girl child weight 2.6 kg was born at 12.45 pm through caesarean C section. Dr. Rafikul Islam, Paediatrician, was in-charge of the baby. After the patient was shifted from OT she had headache that was informed to the Medical and Para-medical staff. However, it was not properly attended. The concerned Gynaecologist came at about 4.15 pm when the patient complained of headache and the doctor advised application of ointment (bum).



According to the Gynaecologist, she last visited the patient at 9.25 pm on the same day and after discussion with the anaesthetist the patient was given Medazolm that deteriorated the condition of the patient and the patient was shifted to ICU.

When the complainant raised the issue with regard to the unresponsiveness of the patient he was categorically told by Dr. Ms. Ghosh, the concerned Gynaecologist that the patient was in deep sleep.

Ultimately, the patient was shifted to CMRI Hospital where she breathed her last.

The complainant has already approached the West Bengal Medical Council questioning the treatment protocol.

Our esteemed medical expert Dr. Runa Bal, is of the opinion, the Government protocol in case of caesarean C section and post delivery management were not followed properly.

We do not wish to draw any conclusion from her





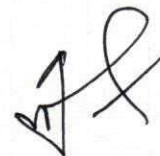
observation and prefer to wait till a final decision comes from the West Bengal Medical Council.

Coming back to the hospital issue, we find from the record that from 1 am to 6 am the patient was not seen by any medical or para-medical staff. No vitals were recorded. The husband was all although out present by the side of the patient. At about 7.15 am when he found that the patient was not at all responding he enquired of the RMO when he was told that RMO was in wash room.

For a long time the patient was not seen by any one.

At about 1 pm the hospital referred the patient to higher set up and the patient was taken to CMRI hospital where she breathed her last.

As observed hereinbefore, we prefer to wait till a final decision comes on the treatment protocol from the appropriate authority. However, we cannot be a mere onlooker when we find that the hospital had a lackadaisical




approach in handling such a critical patient. Glaring example was absence of any vitals recording from 1 am to 6 am.

Management present online, would initially claim, considering the criticality of the situation they did not ask for any payment of the bill.

The complainant would strenuously deny. It was a insurance admission where the insurance company allowed Rs. 50,000/- as a package. The complainant had to pay Rs. 28,000/- in cash in an envelope handed over to the receptionist. She admits having received the money that would contradict Md. Imtiaz Khan, representing the management. The receptionist would further contend, the money was refunded to the complainant however, the complainant would strenuously deny the same.

The conduct of the administration is not above board.

We impose a penalty of Rs. 1,00,000/- for the hospital negligence mentioned above.



We abundantly make it clear, payment of Rs. 1,00,000/- would have no bearing in case the complainant succeeds before the West Bengal Medical Council and approaches us afresh for adequate compensation for the unfortunate death of the patient.

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

Sd/-

Prof. (Dr.) Ramnarayan Dasgupta – Member

Sd/-

Prof. (Dr.) Mukherji Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Smt Madhabi Das – Member

Authentic

Secretary
West Bengal Clinical Establishment
Regulatory Commission