

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference:WBCERC/PASM/67/2025-26**

Ms. Papia Tewari ..... Complainant

vs

Health World Hospital,Durgapur.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	18/06/2025	<p>We have heard the complainant. She has narrated her ordeal.</p> <p>71 years old patient Smt Joshna Tewari was taken to the Emergency with the complain of joint pain as also fever. She was evaluated by Emergency and thereafter transferred to ICU under the care of Dr. Rangrajan. When the patient was shifted to ICU she was having an oxygen mask however, the complainant would strenuously contend, the patient came only with the joint pain. She did not have any breathing problem as wrongly contended by the hospital.</p> <p>Our esteemed medical member Dr. Sukumar Mukherjee has evaluated the medical records. He is</p>

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surprised to note that the condition of patient was not as such that there would be sudden cardiac arrest. she was pulling on well from 24<sup>th</sup> of February till 1st of March. She had some respiratory infection compiled with urinal infection. Her dynamical parameters as per reports were stable however, on the 2nd of March early morning she had sudden cardiac arrest. She was never diabetic having no history of any heart disease whatsoever. She ultimately died on March 2, 2025 early morning.

The records provided to us, did not give indication of any criticality of the patient and sudden cardiac arrest was absolutely clueless and could not be explained.

Dr. Mukherjee is of the opinion that the cause of the death could have been ascertained had there been any post-mortem done.

Hospital issues raised by the complainant are without any cogent evidence. It would thus be difficult for us to deal with the same. However, the medical issues need proper scrutiny by the appropriate authority.



The complainant is permitted to approach the West Bengal Medical Council on the medical issues as against the treating doctors. In case she is successful she would be at liberty to apply us afresh for appropriate relief.

Before we part with, we express our strong displeasure as to the lackadaisical approach of the hospital.

The hospital is represented by an advocate Ms. Srijoni Das and Dr. Ranjan Mukherjee who look after medico legal cases on behalf of the hospital. Ms. Das as well as Dr. Mukherjee have requested us to give some time so that the hospital could join us for hearing. Despite our wait, no one has joined.

It would be fit and proper, we impose a penalty of Rs. 50,000/- on the hospital for this lackadaisical approach.

We abundantly make it clear, the penalty of Rs. 50,000/- would have no bearing on the compensation that the complainant may be asking for before us in case they

succeed before the West Bengal Medical Council.

The complaint is disposed of.

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

*Authenticated*

*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

*[Signature]*