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Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference:WBCERC/SPG/129/2025-26**

Mr. Snehashish Gangopadhyay..... Complainant  
vs

Manipal Hospital, Mukundapur.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	22/08/2025	<p>The complaint would relate to serious lapse on the part of the CE while handing over the discharge summary of a critically ill patient having so much of co-morbidities.</p> <p>56 years old female CKD patient was admitted at the CE. She had other co-morbidites including cardiological problem for which she was treated by Cardiologist as well as Nephrologist. At the time of discharge the concerned nephrologist prescribed Syscan, an anti-fungal medicine, to be continued until further check-up. The concerned RMO, while preparing the discharge summary, omitted the said</p>

medicine.

The patient was taking maintenance dialysis in every alternative day.

The patient was discharged on July 16, 2025. She came for dialysis on July 17, 2025 when the procedure was uneventful. On July 19, 2025 she reported at the Emergency having serious complication when it revealed that the patient did not continue Syscan in view of its omission at the discharge summary. She was immediately admitted and Syscan was reintroduced.

The patient was discharged on July 25, 2025 however, in view of such omission, the complainant, next to the keen of the patient, raised issue. There had been some unpleasant situation for which the CE discharged the patient without realising the amount covered by the second admission amounting to Rs. 1.8





lac.

The complainant has approached us vide complaint dated July 28, 2025. According to him, in view of the such serious lapse in preparing the discharge summary the patient had complication for which she had to be admitted again and the CE did not take any responsibility for the same.

After receipt of the complaint and after considering the response given by the CE, we requested Dr. Kaushik Bhattacharya, Associate Professor, Nephrologist, SSKM & IPGMER hospital to assist us at the hearing.

Dr. Bhattacharya has interaction with the parties being the complainant and Dr. Bappadita Mukhopadhyay, the medical superintendent, of the CE.

Dr. Bhattacharya is of the opinion that the anti-





fungal therapy which was prescribed by the concerned nephrologist was transferred from IV injection to oral medicine that should have been continued considering the critical status of the patient.

According to Dr. Bhattacharya, the omission of the said medicine in the discharge summary is really a serious lapse on the part of the CE however, he is also candid enough to say that it would be very difficult to come to a definite conclusion as to whether omission of "Syscan" is the preliminary cause of second admission or not.

In this type of cases we always advise the CE to take a pragmatic and compassionate approach particularly, in respect of billing process. When we come to know that the complainant did not pay the bill at all we do not feel inclined to escalate the issue any further. We however, caution the CE that this type of

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serious lapses must not recur.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

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