

Case Reference: **WBCERC/KOL/141/2025-26**

Mr.Partha S Bhattacharya Complainant

vs

Manipal Hospital, Dhakuria.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	08/09/2025	<p>Despite best efforts we could not contact the complainant. Hence, we are compelled to take up the complaint in his absence.</p> <p>The complainant stays Abroad. When he came to India in September 2024, he stayed at Ramakrishna Mission Guest House at Gol Park. On September 15, 2024 he became sick and attended Manipal Hospital Dhakuria closed to the guest house. He was diagnosed with viral flue. He was seen by Dr. Rudrajit Paul at the OPD however, there was no follow-up by Dr. Paul or the Clinical Establishment in between.</p>

He again attended the Emergency on September 28, 2024 when he was admitted at ICU. He complained to us on 05.08.2025 interalia, on the following issues:-

- i) There had been some disturbance at the corner of the ICU for about 30 minutes for which he became irritated.
- ii) He was shifted to private cabin after two days where bed was not comfortable.

He was discharged on October 9, 2024. He has claimed compensation.

The hospital has given a response. Curiously they have omitted to reply to the issue of irritation of the patient at the ICU or his discomfort at the cabin.

The CE would now contend, one patient suddenly became very critical at the ICU and was being attended by various doctors. As a result,

there had been some noise that might have irritated the complainant.

With regard to absence of follow-up, the CE would contend, the concerned doctor checked-up the patient on September 15, 2024 when he did not find any serious ailment and appropriate medication was given. The patient was advised to attend OPD for check-up after 7 days however, the patient came at the Emergency on September 28, 2024 when he was admitted.

We direct the CE to give a letter of apology to the complainant dealing with the issues raised in the complaint.

Such reply must be given within a week from a date with a copy forwarded to us for compliance.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) MakhanLalSaha – Member

Sd/-

Dr.Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission