

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/HOW/164/2025-26

Mr. Atanu Hazra **Complainant**

vs

Narayana Superspeciality Hospital.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/09/2025	<p>A specially abled child was admitted with history of fever. Since it was paediatric admission mother was also admitted along with the patient and she stayed all along by the side of the child.</p> <p>It is an admitted position, there was no documented evidence of bed sore in the admission sheet or the Nursing Assessment Register at the time of admission. Hence, the contention of the CE that the nephrosis was there at the time of admission, is rejected.</p> <p>The mother is present online. According to</p>



her, on the 4th day of the admission the nursing staff showed her a black spot on the buttock of the patient and advised Air Mattress to be given. The mother gave her consent immediately and air mattress was given. Yet, the bedsore deteriorated that would be evident from the photographs produced by the hospital along with the response.

We have heard the nursing in-charge. According to her, the patient was regularly checked and position was changed as per nursing protocol. However, she is unable to give any plausible reason how the bedsore could develop a serious stage that we noticed from the photographs shared with us by the CE.

Curiously enough, the discharge summary also did not mention any bedsore. The mother of the child would submit, at the time of discharge



the nursing team only handed over Neosporine powder to be applied on the bedsore.

The patient attended OPD as per protocol however, there was no follow-up on the part of the hospital even to enquire about the status of the bedsore.

The admission record did not mention any bedsore. On the 4th day only black spot was noticed however, the “bedsore” was apparent from the successive photographs taken on July 30, 2025, August 3, 2025, and August 5, 2025 when the patient was discharged. Hence, the bedsore happened during treatment that took a serious turn on August 12, 2025 when the patient attended the OPD.

Mr. Ghosh, representing the CE would submit, by mistake it was not documented either

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at the time of admission or in the discharge summary.

We are not impressed.

According to us, it is a gross negligence on the part of the CE.

We impose a penalty of Rs. 1,00,000/- to be paid to the complainant who would invest the same in a fixed deposit in the name of the child through her mother to be kept renewed until he attains majority.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authentic

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission