

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2025/042

Ms. Barnali Chakraborty Complainant

vs

Apollo Multispeciality Hospital & Anandalok Hospital, Saltlake

.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	18/09/2025	<p>The complaint would principally pertain to medical negligence.</p> <p>47 years old patient had total Laparoscopic Histectomy that had post operative complication. The patient was again admitted at the CE. The concerned surgeon advised for curative surgery that the complainant did not agree and got the same done at a different establishment.</p> <p>The complainant would contend, she is still having the problem as infection has not yet been</p>

fully cured.

The complainant and her daughter have expressed their ordeal during first admission as well as second admission. They would also allege misbehaviour of the medical and paramedical staff as well as the unhygienic condition of the CE.

The concerned Doctor is present online. Our expert Dr. Debansu Sarkar, HOD, Urology, IPGMER, has interaction with him.

According to Dr. Sarkar, as per the clinical note produced before us, it was a known application for which the patient suffered a lot and is still suffering. However, it would be difficult for us to comment on the treatment protocol as it would be clearly outside our domain.

In course of hearing, the daughter of the complainant has informed us that they did not

know the concerned Doctor previously. They went to the concerned CE when they were introduced to the concerned Doctor.

We permit the complainant to approach the appropriate authority questioning the treatment protocol. In case she is successful therein she would be at liberty to approach us for appropriate relief as against the CE.

With regard to complaint relating to unhygienic condition we direct the CMOH, 24 pgs, North to make a thorough investigation as to the infrastructure and submit a report to us for our consideration in the administrative side.

The complaint is disposed of accordingly.

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