

1
5

Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference:WBCERC/KOL/198/2025-26

Mr. Surojit Ghosh Complainant

vs

Apollo Multispeciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	17/10/2025	<p>The complaint would relate to hospital negligence as well as medical negligence.</p> <p>An elderly patient at the age of 97 years was admitted at the CE.</p> <p>The treatment issue is outside our domain. We do not wish to escalate on the issue. However, three hospital issues raised by the complainant, would have justification.</p> <p>According to the complainant, the patient was advised for soft diet considering his age and ailment. He was given Semolina, sprout and banana that were difficult for the patient to consume.</p>





The patient was kept in a shivering condition because of the air conditioner maintaining very low temperature. Appropriate steps were not taken by the CE to give him comfort. Last but not the least, at the time of discharge when the patient was having loose motion he was discharged in a most unhygienic condition.

All the three issues are very serious.

Our esteemed medical member Dr. Sukumar Mukherjee is of the opinion, 97 years old, elderly patient is entitled to have geriatric care and an appropriate comfortable stay at the CE.

Dr. Bhatia representing the CE, would submit, they have a centralised air conditioning system.

We are not at all impressed. Even if there is centralised air conditioning system, for 97 years old patient CE should have taken appropriate care to give him comfort.

With regard to diet, even if we accept the version of Ms. Ghosh, also representing the CE that Semolina

as well as banana would fall under the category of soft diet sprout cannot be said to be a soft diet.

Ms. Ghosh would contend, sprout was never given.

We are unable to accept such version as the diet chart has not been shared with us.

On the last issue Dr. Bhatia would submit, Molly sheet was given by the concerned staff of the CE.

The patient died two days after discharge.

The complainant, being the son of the patient, has made complaint before us.

We have considered the issue.

We take serious note of the discomfort that the patient had because of low temperature kept at the place where he was kept. No separate arrangement is made for geriatric patients to give them appropriate comfort.

Our esteemed medical member Dr. Sukumar Mukherjee has raised serious issues that are quoted





below:-

1. *“On day of admission Influenza Virus was detected, hence, not a hospital acquired infection.*
2. *No prior Influenza Vaccination.*
3. *Cause of recurrent fall, very vague and unexplained.*
4. *Pacemaker functioning not checked for recurrent fall.*
5. *The patient had diastolic failure with plural effusion precipitated by viral pneumonia.*
6. *No mention about cause of death at home on 22/08/2025.*
7. *Seen by Cardiologist Neurologist and Neurosurgeon General Surgeon”.*

We direct the CE to give a complete relook to the patient care system and take appropriate measure adhering to the observation made by Dr. Mukherjee



hereinabove.

We also direct the CE to send letter of regret to the complainant for the unfortunate incidents referred to above.

Such letter must be given to the complainant within a week from date.

We hope and expect, CE would take appropriate measure and inform us accordingly.

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

Authentic

Secretary
West Bengal Clinical Establishment
Regulatory Commission

BS