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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/HGY/2025/055

Sk Masum Ali Complainant

vs

Fortis Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/11/2025	<p>The complainant is absent at the hearing. He initially joined online however, when his turn has come despite repeated phone calls he has not responded hence, we are constrained to take up this complaint in his absence.</p> <p>The complaint would relate to medical negligence as well as hospital negligence.</p> <p>The complainant had TKR under the orthopaedic surgeon attached to the CE. The treating orthopaedic surgeon present online, would submit, generally TKR patients are discharged within 3-4 days after the surgery. However, in this case stay was prolonged because of other co-morbidities and the patient was discharged with</p>

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catheter. The patient was supposed to come for follow-up in OPD after two weeks. The patient came for suture removal when the concerned doctor prescribed him medication. However, the second follow-up was not done as the patient did not come after OPD visit on August 30, 2025.

The complainant has contended, when he visited OPD he had immense pain that he explained to the doctor however, the doctor did not take any responsibility for the same. Hence, he went to other consultants and ultimately he went outside the State for his further treatment.

The medical records pertaining to post operative treatment, have not been submitted to us by the complainant.

The medical superintendent has given a response categorically stating that since the patient did not turn up for follow-up treatment the CE has no responsibility.

Her statement is totally contrary to the records.

The treating doctor is candid enough to submit, the

patient was discharged on August 14, 2025 and he attended OPD on August 30, 2025 when his suture was removed and medication was given however, there was no further follow-up hence, the post operative complaint that the complainant is now making, could not be taken care of.

We are impressed by the submission of the concerned orthopaedic surgeon however, we cannot overlook the casual approach of the CE while making a definite statement that the patient did not attend OPD at all for follow up after discharge.

We impose a penalty of Rs. 10,000/- on the CE to be paid to the complainant on sharing of his bank details.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

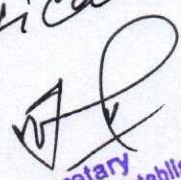
Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member



			<p>Sd/- Dr.Maitrayee Banerjee – Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p> Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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