

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:WBCERC/HGY/232/2025-26

Ms. Shamima Khatun..... Complainant

vs

Institute of Neurosciences, Kolkata.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	14/01/2026	<p>The complaint would relate to hospital negligence in a case of death after treatment at a different CE.</p> <p>The complainant, however, in her usual fairness, would not question the treatment protocol. She is critical about the hospital negligence. She has two fold grievance:-</p> <p>i) The patient refused to take the food as it was stale. The hospital, instead of correcting their mistake, implanted ryles tubes to avoid oral feeding.</p> <p>ii) On a particular date, when the complainant was on her way to visit the patient she received as many as three phone calls asking her to report</p>

immediately so that the concerned RMO at the Critical Care Unit could talk to her about treatment protocol.

The complainant categorically asked whether the patient was critical or not. She did not get any positive reply on that score. This caused her tremendous trauma.

On the first issue, the CE would deny such allegation. In absence of appropriate contemporaneous evidence we are unable to deal with the same.

On the second issue, the concerned RMO is present online. According to him, on that day after his duty hours had ended he had to overstay only to take the tracheostomy consent from the complainant for which the administration might have repeatedly called her.

We are satisfied with the reply of the RMO however, we cannot absolve the CE for the unnecessary repeated phone calls made to the complainant that too, by not giving the actual feedback of the patient.

We direct the CE to send a letter of regret to the

complainant for the unfortunate incident. Such letter must be sent to the complainant within a week from date.

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/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission