

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: **WBCERC/SPG/248/2025-26**


Mr. Prabhanjan Patra..... Complainant

vs

R N Tagore International Institute of Cardiac Science.....Respondent/  
Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	30/01/2026	<p>The complaint would principally relate to medical negligence for which the complainant has already approached the West Bengal Medical Council that is pending.</p> <p>The complainant has approached us for hospital negligence.</p> <p>According to the complainant, he was under check-up of Dr. Bajoria in R.N Tagore Hospital when Dr. Bajoria advised him for surgery. He was admitted at the CE. Dr. Bajoria was not present at</p>

  
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the OT. OT was done by giving general anaesthesia whereas he had been counselled for local anaesthesia. Even at the time of discharge, he could not consult Dr. Bajoria as he was absent.

After discharge he had profused bleeding for which he was admitted at a local hospital. He contacted Dr. Bajoria over phone when medicine was prescribed through whatsapp.

Dr. Bajoria asked him to come to R. N. Tagore for stent removal. Ultimately, it transpired that no stent had at all been used in the procedure.

There was no definite recording in the OT note for use of stent.

The patient was asked to report for stent removal in the discharge summary that would clearly show that the stent was used however, in



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effect, it was not.

Mr. Sumanto Ghosh, representing the CE, would admit, the stent was billed. Bill was paid through insurance and the complainant had to pay only a sum of Rs. 2,000/- on account of non-medical expenses. Stent had already been included in the bill that was cleared by TPA.

The allegation is very serious. Copy of this order be sent to the Care Insurance who would be at liberty to escalate this issue with the hospital if they so like.

Mr. Ghosh would also assert, Dr. Bajoria was present at the time of OT and stent was billed according to the requisition sent by the surgical team.

Dr. Bajoria present online, would submit that he attended the OT after the patient had been



administered anaesthesia. He was present during the procedure done by his team. The procedure was uneventful. No stent was used, although requisitioned. The note in the discharge summary that the patient should report for stent removal, was a typographical error.

We refuse to accept above explanation from Dr. Bajoria however, it is the responsibility of the CE to take care of such deficiency.

We impose penalty of Rs. 10,000/- on the CE that must be deposited with the Commission within a week from date.

We make it clear, imposition of penalty on the CE, would however, not debar the complainant to proceed with his complaint made to the West Bengal Medical Council as against the medical negligence.



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The complaint is disposed of.

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