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Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: WBCERC/BIR/255/2025-26

Farjina Khatun... Complainant

vs

Gouri Devi Institute of Medical Sciences & Hospital,
Durgapur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	11/02/2026	<p>The complaint would relate to hospital negligence.</p> <p>A child was admitted with history of fever with suspected pneumonia on September 2, 2025. In course of treatment the patient was administered IV fluid and injection that possibly injured his hand. According to the treating doctor, he noticed bruise in the cannulation area on September 10, 2025. Vascular surgeon was consulted and appropriate treatment was given however, the problem could not taken care of.</p> <p>The patient was discharged and taken outside the state for further treatment.</p> <p>Soon after receipt of the complaint we asked for</p>





			<p>response.</p> <p>The CE submitted their response on January 24, 2026. Surprisingly the CE has narrated the course of treatment that the patient had on September 11, 2025 onwards. The CE conspicuously omitted to narrate the treatment given to the patient before September 11, 2025 particularly, the incidence of cannulation that might have caused the injury.</p> <p>We have heard the treating doctor and the hospital representative.</p> <p>The treating doctor, in his usual fairness, has narrated the entire treatment protocol including the fact that he first noticed the bruise on September 10, 2025 which is conspicuously absent in the response. He would also admit the concern of the patient family. Yet, the hospital in the penultimate paragraph stated “the complaint, being based on conjecture hindsight and emotional narration, is liable to be dismissed”.</p> <p>We deprecate the stand of the CE.</p>
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Our esteemed medical member Dr. M.L. Saha is of the opinion, the incident is one of the known complications that could happen in course of treatment however, the CE should have been vigilant to tackle the situation.

Omitting the treatment protocol for the relevant period in the response and branding the complaint as **conjecture, hindsight and emotional narration** is not appreciated.

We impose compensation of Rs. 20,000/- to the complainant to be paid on sharing of her bank details.

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