

Case Reference: **WBCERC/PAB/272/2025-26**

Mr. Shamoeel Ekram..... Complainant

vs

Health World Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	11/03/2026	<p>The complaint would relate to post-operative complication.</p> <p>The patient was admitted for removal of uterus, ovaries and fallopian tube coupled with umbilical hernia.</p> <p>The treating team decided to do all the surgery at a time. According to the treating team, the surgery was uneventful. However, there had been post-operative complication. It was later on detected that during surgery there had been uterus injury resulting in vomiting and other</p>

comorbidities.

The Hospital referred the patient to higher setup and offered stenting that the complainant did not agree.

The patient was shifted to another hospital where curative surgery was done and the patient was discharged after curative surgery.

The patient is now under treatment at home.

We have considered the issue.

Dr. Runa Bal, our Medical Expert as well as our esteemed member Dr.Maitrayee Banerjee, are of the view, decision to go for hysterectomy and hernia at a time, was a very risky decision and inevitably the injury had been caused to the uterus. It is true, the hospital offered stenting however, the complainant did not rely upon the treating team and shifted the patient to another set



		<p>up whether the patient had undergone curative surgery.</p> <p>We are of the view, since the complication arose at the CE the CE must take responsibility of further treatment.</p> <p>Dr. Ranjan Mukherjee, representing the CE, would submit, they already offered stenting thatthe complainant denied.</p> <p>Interest of justice would be sub-served, if we direct the CE to reimburse the treatment cost at the second CE where the curative surgery was done.</p> <p>The complainant is directed to produce the original bill of the second establishment to the first CE for appropriate reimbursement. Upon receipt of the same the first establishment would reimburse the entire actual amount paid to the</p>
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second establishment by the complainant.

We abundantly make it clear, the direction for reimbursement of the second time admission cost would not debar the complainant to question the treatment protocol as observed hereinbefore, before the appropriate forum.

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/-

SmtMadhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]