

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2026/035 & WBCERC/KOL/308/2025-26

Mr. Faiyaz Ahmed..... Complainant

vs

Tata Medical Centre and Manipal Hospital (Medica), Mukundapur.....

Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/07/2026	A 24 years old girl was under treatment at Tata Medical Centre since December 11, 2023. From time to time, she had chemotherapy as well as radiotherapy. However, on a second opinion taken from experts there had been a different view as to the treatment protocol followed at TMC. The patient was transferred to Manipal on January 15, 2026. At Manipal, when the

		patient was in ICU on February 7, 2026 she developed profound neutropenia with features of severe septic shock. Ultimately she suffered a sudden cardiac arrest and breathed her last. The complainant, the unfortunate father of the patient, is critical about the treatment protocol that was followed at TMC. According to him, they should have followed well established principle that was opined by Dr. Mammen Chandy and Dr. Biju George. Subsequently, they consulted also Dr. Rajib De on the issue. The complaint against Manipal, is very specific. On the unfortunate day i.e; February 7, 2026 the complainant was
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		outside ICU waiting to visit the patient. Dr. Arkaprava Singharoy, the treating doctor, assured him that he would be called. However, despite wait for hours he was never called when the patient was alive. He was called only after her death. Both the CEs have given their responses. In case of TMC, they have tried to explain the procedure that they followed. Since medical issues are outside our domain we refrain from going into the same and grant liberty to the complainant to approach appropriate authority. If they are successful therein, they would be at liberty to apply us afresh for appropriate relief. The complaint against Manipal hospital
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		is very specific. The complainant wanted to have a last visit to see his ailing daughter. However, despite assurance given by treating doctor and despite waiting for hours he was not allowed. The CE has given a cryptic response. Dr. Rajib De, In-Charge of the Treating team have given a separate letter to the complainant on February 18, 2026. Dr. De, is present online. He would candidly submit, he was not at all present at the relevant time. He prepared his note on the basis of the information and inputs given to him by the doctors giving treatment to the patient at that time. On our request Dr. Arkaprava
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		Singharoy is present on line. According to him, since the patient was kept in isolation and central line was being made he asked the complainant to wait for sometime so that he could make the patient stable and call him. There was a sudden cardiac arrest for which the resuscitation was given. Despite best efforts, the patient could not be revived. We have considered the issue. The complaint against Manipal, is an emotional outburst of the unfortunate father who lost his 24 years daughter. He was not allowed to see her while alive. The patient's brother, also a doctor, is present online. He was also present along with his father on that day. He would
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		submit, the plea of isolation is nothing but a ploy. Isolation protocol was not being followed all throughout when the patient was in ICU. Question remains as to whether the doctor was right in not calling him at the time when the patient needed an immediate procedure. This question could only be gone into by an appropriate authority having medical expertise. Since medical issue is outside our domain we would earnestly request the West Bengal Medical Council to examine all medical records and give us suitable opinion on the issue.
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The complaint is disposed of as against Tata Medical Centre by granting liberty to the complainant to approach us afresh in case he is successful before the appropriate authority on the medical issue.

The complaint as against the Manipal is kept pending awaiting opinion from the West Bengal Medical Council.

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