

**THE WEST BENGAL CLINICAL ESTABLISHMENT
REGULATORY COMMISSION.**

Present: Justice Ashim Kumar Roy, Chairperson.

Dr. Sukumar Mukherjee, Member.

Dr. Makhan Lal Saha, Member.

Dr. Madhusudan Banerjee, Member.

Dr. Maitrayee Banerjee, Member.

COMPLAINT ID: KOL/2018/000292

Prof. Srikumar Chatterjee.....Complainant.

-versus-

Hope Kolkata Foundation & others.....Respondents.

Date of judgment: 21st August, 2018.

J U D G M E N T.

This case against Hope Kolkata Foundation has been registered on a letter of complaint made to the Commission by Prof. Srikumar Chatterjee.

2. The case of the complainant is as under,

In a very serious condition, on December 24, 2017, the complainant got admitted at Hope Kolkata Foundation. A senior sister of Missionaries of Charity arranged his admission and undertook to bear the entire cost of his treatment. According to the complainant, on December 23, 2017 around 8.30pm in the evening, he tried to contact the hospital authority over phone but no responsible person of the hospital attended his call. Finally, a security guard received the call and assured him he shall get back to him within half an hour regarding booking of a bed in the male ward. However, nobody contacted him although he made five calls. On

the next day (December 24, 2017), having no alternative, he himself reached the hospital around 8.15am and tried to contact Mr. Mumtaz, the Manager of the said nursing home. Ultimately, on 24.12.2017 around 9.30am he was admitted in the male ward. That was a holiday, being Sunday and neither the manager was available nor he left any intimation to the administrative staff although earlier informed. Either on the day of admission or any day thereafter, anybody from the administration contacted him except the doctor and the nurses. The nursing staffs and ward boys were very arrogant and misbehaved with him. However, the doctor and other nurses were sympathetic and treated him to the best of their ability.

3. We find from the records that after he was admitted on 24.12.2017 with the complications of cough and respiratory distress, T2 DM, on 27.12.2017 he was discharged and the entire expenses of his treatment was borne out by Missionaries of Charity.

4. On behalf of the clinical establishment the reply was submitted by Mr. Samiran Mallik, CEO. In the reply, it is stated that Hope Kolkata Foundation is a charitable trust and works in coordination with other NGOs. They primarily serves street and slums dwellers. OPD treatment although is open to all but the indoor treatment are provided to the street and slum dwellers. The complaint was admitted through Missionaries of Charity and was treated there for about 4 days and concessional rate and the cost was borne out by the Missionaries of Charity. They denied the allegation made against it.

5. Considering the submissions of the parties, we find that the complainant has no grievances so far as his treatment is concerned and in patient care service. Although he made allegation of misbehavior against a nurse and a male attendant but with all fairness he admitted that the doctor and the nurses had shown quite human approach and treated him to the best of their ability. When there is no grievance against treatment, on the only allegation that none from the administration had met him during his stay in the hospital, do not bring this case within the ambit of deficiency in patient care services. The allegations made against the hospital staffs by the complainant could not be substantiated by him.

6. In the above backdrop, we do not find any merit in the case and same stands closed. However, it goes without saying that it is one of the most essential duty of the administration of an hospital to ensure that the staffs involved in attending the patient should behave properly with the patients and if there is any grievance of any of the patient, that should be attended at once.


Sd/-
Justice Ashim Kumar Roy
Chairperson

Sd/-
Dr. Sukumar Mukherjee, Member.

Sd/-
Dr. Makhan Lal Saha, Member.

Sd/-
Dr. Madhusudan Banerjee, Member.

Sd/-
Dr. Maitrayee Banerjee, Member.

Authenticated


ARSHAD HASAN WARSI
WBCS (Ex)
Secretary
W. B. C. E. R. C.