

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: NPG/2018/000486

Mr. Sanat Kumar Paul..... Complainant

vs

M/S Nehru Memorial Techno Global Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	16/04/2019	<p>We have heard the parties at length. The complaint would relate to medical negligence on the part of the clinical establishment as well as over billing. We are unanimous of the opinion, the hospital authority has justified their bill particularly when we find that after the death of the patient, the hospital authority gave a discount of Rs. 53,912/-. We feel, the complaint made by the complainant on that score would not sound logic and as such the establishment is not guilty on that count. We, however, find justification in the other complaint that the complainant would make before us with regard to lack of contemporaneous information with regard to bed sore that caused severe pain to the patient before her death. We find from a letter dated 12<sup>th</sup> October, 2018, the clinical establishment expressed their regret on that score. We have found that the treating Doctor immediately took care of the bed sore and whatever available treatment could be given, was extended to the patient on 3<sup>rd</sup> September, 2018. However, this would not absolve the clinical establishment from their responsibility to inform the patient party at the appropriate time. To that extent, the clinical establishment is guilty of such lack of communication. We impose a fine of Rs.10,000/- as against the clinical establishment to be paid to the complainant within a period of fortnight.</p>



		<p>Complaint is disposed of accordingly.</p> <p>Office to communicate this order to both the parties.</p> <p>Sd/-</p> <p>The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Dr. Sukumar Mukherjee, Member</p> <p>Sd/-</p> <p>Dr. Makhanlal Saha, Member</p> <p>Sd/-</p> <p>Dr. Madhusudan Banerjee, Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee, Member</p>
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*Authenticated*

*[Signature]*

**ARSHAD HASAN WARSI**  
WBCS (Ex)  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission  
&  
Joint Secretary  
Health & F.W. Department