

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: KOL/2018/000461

Mita Das..... Complainant

vs

Paramount Nursing Home Pvt. Ltd..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/06/2019	<p>The complaint would mainly relate to the deficiency in service rendered by the clinical establishment. The petitioner would contend, the nursing staff was so careless that the patient at his advance age, was kept bare chest when AC was on. The bipap machine that was put into operation, was defective for about twenty hours when it was replaced. The Hospital Authority, in their comments, admitted replacement of the machine; however, they would contend, the earlier machine was also functional. The petitioner would also contend, the hospital did not maintain the hygiene protocol that was required to be followed particularly, within ICU where people were found to be roaming with shoes on.</p> <p>The petitioner would also allege medical negligence that in our view, would be within the domain of the West Bengal Medical Council and they are free to approach the appropriate forum.</p> <p>We dispose of the complaint by cautioning the establishment that they must follow the hygiene protocol within the premises including</p>

the ICU.

On the issue of bipap machine, we feel, the complaint sounds logic and we caution the establishment on that score. We also impose a token amount of compensation of rupees ten thousand to be paid by the Hospital Authority by July 31, 2019. The complaint is disposed of.

Sd/-

Hon'ble Chairperson

Sd/-

Dr. Sukumar Mukherjee, Member

Sd/-

Dr. Madhusudan Banerjee, Member

Sd/-

Dr. Gopal Krishna Dhali, Member

Authenticated
[Signature]

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