

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: HOW/2018/000418/000470

Ruma Kar Complainant

vs

Belle Vue Clinic..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	20/06/2019	<p>This complaint would relate to an unfortunate incident where a critically ill patient had a fall in ICU. The hospital tried to give an explanation that is not acceptable to us. According to the hospital, the patient of his own attended nature's call without taking help of nursing staff. He did not press the bedside bell to call the nursing staff. It is, however, not clear as to how a critically ill patient could attend the nature's call by going to the toilet of his own that too, without the knowledge of the attending nursing staff.</p> <p>In course of hearing, Mr. Suranjan Ghosh, General Manager, Operation, on instruction, offers to bear the entire cost of treatment after the incident. The Hospital Authority billed a sum of Rs.4.49 lacs that the patient party had paid before the patient was transferred to a government hospital. The incident happened on the second day of admission. We feel, interest of justice would be sub served, if we direct payment of compensation of Rs.4 lacs. Mr. Ghosh would pray for a week's time to pay the said sum.</p>

The petitioner is present. She is of the opinion, the amount of compensation so fixed by us, would not be appropriate considering the unpleasant incident happened and considering the trauma the patient family had to suffer. Pertinent to mention, the patient passed away at the government hospital. We are not sure about the cause of the death whether it had direct nexus with the fall. On a query made by us, the petitioner would inform, there were no post mortem examination at that time. In such event, we feel, the amount of compensation so fixed by us and accepted by the clinical establishment is apt. We thus direct the clinical establishment to pay the said sum positively within one week from date. The said sum must be paid by account payee cheque to be sent through special messenger at the recorded address of the complainant.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Dr. Sukumar Mukherjee, Member

Sd/-

Dr. Madhusudan Banerjee, Member

Authenticated
[Signature]

ARSHAD HASAN WARS!
WBCS (Ex)

Secretary
West Bengal Clinical Establishment
Regulatory Commission