

Office of the West Bengal Clinical Establishment Regulatory Commission  
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**Case Reference: KOL/2019/000563**

**Mrs. Chameli Roy ..... Complainant**

**vs**

**Apollo Gleneagles Hospital Limited..... Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	23/07/2019	<p>This complaint would relate to medical negligence. We have heard the complainant, nursing staff by profession. She was Principal Nursing Officer at School of Nursing, IPGMER, SSKM Hospital. We have also heard Dr. Subhro Banerjee, treating Cardiologist and Dr. Sushan Mukherjee, Cardio Thoracic surgeon who at our request have assisted us in deciding the issue. We have also heard Dr. Joy Basu on behalf of management of the clinical establishment. The members present the panel are unanimous of the view, it was a high risk cardiological complication and the treating Doctors did what they could do in this difficult situation. However, there was some communication gap. The treating Doctors would say, time to time counselling was done that the complainant would strenuously dispute. The complainant would also point out insensitive treatment that was mated out by the paramedical staff and alien staff. At this stage, Dr. Basu would assure us, the hospital would do periodical counselling of the paramedical and alien staff to prevent such unfortunate incident in future.</p> <p>He is also candid enough to say, the death of the patient was unfortunate. According to him, the hospital did their best.</p>





To ameliorate the grievance of the complainant and while appreciating the facts so discussed above, we feel, the interest of justice would be subserved, if we direct the clinical establishment to pay a token compensation to the complainant. We also feel, a sum of Rs.2 lakhs would be apt for the purpose. The complainant is directed to furnish details of her Bank account so that the clinical establishment could transfer the said sum within a period of one month from the date of receipt of the Bank details. Mr. Basu would assure us, they would take care of the infirmity pointed out and would pay the amount within the stipulated period.

Sd/-  
Hon'ble Chairperson

Sd/-  
Dr. Sukumar Mukherjee, Member

Sd/-  
Dr. Madhusudan Banerjee, Member

Sd/-  
Dr. Maitreyi Banerjee, Member

*Authenticated*

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