

Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: MUR/2019/000727

Pran Krishna Mandal..... Complainant

vs

Medica Superspeciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	08/01/2020	<p>The complaint would relate to the medical negligence as well as hospital negligence. Dr. Tanmoy Banerjee, the treating doctor has apprised us the nature of treatment in detail. Our experts have examined the medical records. They are prima facie of the view, apparently, the treatment was in the right direction. The patient party would, however, complain, they were not properly counselled save and except giving them daily reminder of the outstanding.</p> <p>The medical part should be seen by the West Bengal Medical Council that would be within their complete domain.</p> <p>The complainant would also complain about the hospital negligence. According to them, the administrative staff were not vigilant enough to redress the grievance that was made from time to time by the patient party. One such instance as pointed out by the complainant would depict a precarious situation when the patient was being taken for MRI examination without oxygen support. The hospital has given explanation to the extent, the oxygen support was duly given through pipeline. However, during the transitional period</p>

when the patient was being taken for MRI examination portable oxygen was arranged. There might be some delay in the process. However, oxygen was given, otherwise the patient could not have survived.

There are apparent irregularities that we find in the billing process. However, we do not wish to examine the same when we find, the patient party has paid only a sum of Rs.2.85 lakhs out of Rs.6, 37, 844/- billed by the clinical establishment. We keep this issue open for examination at the appropriate time if occasion so arises in future.

We permit the complainant to approach us again if and when they would get a positive result from the West Bengal Medical Council, if approached.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) G. K. Dhali – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Sri S. K. Thade, IAS – Member

Sd/-

Prof. (Dr.) Debasis Bhattacharya- Member

Arshad Hasan Warsi

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