

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: KOL/2018/000455

Mr. Bimal Kumar Nandi..... Complainant

vs

The Calcutta Medical Research Institute..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	3	16/01/2020	<p>The complaint would pertain to wrong discharge summery given to the patient during discharge. The facts would reveal, the patient was discharged with the discharge summery that advised medicines to be taken and the patient was asked to come for follow up check up. The patient came to the Clinical Establishment for follow up when the treating doctor was astonished to notice the mistake. On a query made by him, he was further surprised to know, the patient had taken all the medicines that were prescribed in the discharge summery including the one which was not meant for her. Luck would have it, the patient apparently did not face any complication.</p> <p>After receipt of the complaint we asked for comments from the Clinical Establishment and placed the matter for hearing on the day fixed. The complainant was absent. We were told, the complainant did not wish to proceed with the complaint. Despite the complainant being reluctant to proceed with the complaint, we decided to proceed considering the seriousness of the complaint and placed this matter for further hearing. We also gave notice to the complainant</p>



intimating him about our desire to proceed with the complaint.

Today, the complainant is present. He has given his written explanation. According to him, he was forced to withdraw the complaint upon payment of Rs.10, 000/-. The Clinical Establishment is represented. They have a different version. We need not go into the detail of the same. The complainant, keeping his eyes wide open, wanted to withdraw the complaint. He has given an explanation. We leave it as that.

With regard to the issue involved in the complaint, we have heard the Clinical Establishment. Dr. Bhattacharya, The Assistant Medical Superintendant would inform us, it was a mistake on the part of the Junior Registrar. At the time of discharge, this particular medicine was meant for the other patient that was prescribed in his/ her discharge summery. By mistake the same medicine was reproduced in the discharge summery of the concerned patient before us.

The effect of such "mistake" was disastrous. However, in the present case nothing serious had apparently happened.

We impose a penalty of Rs.5lakhs on the Clinical Establishment. We do not wish to direct them to pay the same to the complainant. The complainant was satisfied with the amount that was given to him. He withdrew his complaint.

Out of the said sum of Rs.5 lakhs the Clinical Establishment would pay a sum of Rs.4 lakhs to "Little Sisters of the poor" Acharya Jagadish Chandra Bose Road, Kolkata and balance amount of Rs.1 lakh to "Nabanir" both Old Age home, for the welfare of the inmates therein. Such payment must be made within a period of one month from date



and file a report of compliance to us.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Authenticated

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