

Office of the West Bengal Clinical Establishment Regulatory Commission  
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**Case Reference: INT/KOL/2022/099**

Ms. Satyabhama Devi ..... Complainant

vs

ILS, Howrah..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	06/05/2022	<p>The complaint would relate to refusal to discharge the patient followed by an unpleasant assault on the patient party. The complainant would contend, the patient was admitted for two dialysis. She was supposed to be discharged after the dialysis. However, the stay was prolonged at the interest of the CE. Despite request, the patient was not discharged. Ultimately, when the patient party insisted for discharge on March 26, 2022 the complainant as well as his brother went to the hospital and tried to take their mother back home. It is alleged, the security staff of the hospital physically assaulted both the brothers and resisted them from taking back the patient.</p>

The hospital would deny such allegations. According to them, on the request of the patient party, the patient was about to be discharged. However, there was some delay in insurance approval. Ultimately, the patient was discharged on cash payment. Subsequently, the hospital got the payment from TPA and refunded the money to the patient party.

It is also alleged, the patient was given food that was harmful for a kidney patient. We do not wish to go into the trifle issue. However, the physical assault is quite unfortunate. There had been cross complaints from both sides. We would request Howrah Police Commissionerate to look into the complaint and try to bring it to a logical conclusion. Along with the response, the CE has already shared a CD of the CCTV footage of the 6<sup>th</sup> floor. The patient party would contend, the actual assault was made at the ground floor. Let, the CE share their ground floor CCTV footage with the complainant as well as Police Authority so that it could help the investigation process.

		<p>With these directions the complaint is disposed of.</p> <p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/- Prof. (Dr.) Madhusudan Banerjee – Member</p> <p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i> <i>WJr</i></p> <p><b>Secretary</b> <b>West Bengal Clinical Establishment</b> <b>Regulatory Commission</b></p>
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